

Job Description

JOB TITLE:	Telecare Officer
GRADE:	H
POST NUMBER:	TBC
DIRECTORATE:	Health, Adults & Community
SERVICE:	Telecare Service
RESPONSIBLE TO :	Telecare Team Manager
RESPONSIBLE FOR:	No line management responsibilities
	Enhanced Adults DBS
JOB SUMMARY:	1. To contribute to a team responsible for the provision of an efficient, effective, comprehensive, front-line Telecare service, providing information, advice and assistance to service users and other customers or agencies, on the Telecare and out of hours service provided by the Council, by being the first point of contact for calls requiring an action or a visit by the Telecare Officers, other out of hour's staff or agencies. 2. To assess situations and take appropriate action according to the problems found and the needs and wishes of the service user on the Jontek system, telephone or in person. Action required may involve a home visit or welfare check by a Telecare officer requiring first aid or personal hygiene care in line with procedure. 3. To assess, install, programme, check and instruct service users on the usage and testing of all Telecare equipment. Where appropriate to rectify/resolve faults, replace or remove Telecare equipment in service user's homes. 4. To actively support the implementation, facilitation and provision of Telecare and out of hours service provided by the Council. To effectively liaise with all staff involved in the delivery of the Telecare and out of hours service within the

	council and other agencies ensuring that the highest standards of service delivery are maintained. 5. To carry out all duties in a flexible manner, according to an agreed 24 hours 365 day a year rota pattern. Cover to be provided as and when mutually agreed.
ROLE REQUIREMENTS:	
1.	To enable, support and empower vulnerable adults and the Elderly to maintain independence within their homes by the delivery, provision, response and monitoring of Telecare equipment.
2.	To make referrals to other services where the service user's health or safety may be at risk, and to update the Social Services electronic record system and Jontek system.
3.	Where contact is by email, via Internet or by post, to acknowledge and, if necessary, request further information from the caller to clarify the enquiry before proceeding.
4.	Whatever the access channel, to interrogate the computer system and liaise with colleagues, other departments and external organisations in order to assess the information required, and either resolve the caller's enquiry by giving information and advice or issuing/ completing the appropriate forms and updating the appropriate systems or referring the caller on to the appropriate service as required.
5.	To ensure the appropriate Manager is informed immediately of any serious problems occurring on shift and informed of any other accidents or incidents that may require investigation or follow-up action as appropriate.
6.	To provide specialist / technical advice on Telecare equipment to internal, external organizations and agencies.
7.	To actively manage and co-ordinate own workload, in particular during out of hours when direct supervision is not available.
8.	To take and utilize the team's mobile phone whilst out on all visits, complying at all times with the requirements of health and safety regulations, including lone working and incident reporting. Ensuring that all defects or damages are reported to the appropriate manager.

9.	To provide a full update and handover to the on-coming shift member at the end of the shift to ensure smooth operation of the service.
10.	When required to interrogate the Mosaic system in order to assist the duty social worker in establishing whether a Child is under a protection or care order, has had any involvements from Tower Hamlets social service or a Vulnerable Adult is known to Tower Hamlets Social Service by the receipt of services, involvement of a social worker or mental health professional.
CORPORATE RESPONSIBILITIES	
11.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
12.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
13.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
14.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
15.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
16.	Deputising for other team managers and service manager if required
PEOPLE	
17.	To act as the first point of contact for vulnerable people in sheltered Housing provisions within the Borough, providing a support, monitoring and response service. Ensuring the management and maintenance of all sheltered schemes pertaining to the Telecare service 24 hours and during out of hours including weekends and Bank Holidays. This includes reporting and recording any incidences such as ambulance

	requests, deaths and housing repairs issues or any other matters that arise during out of hours to the appropriate scheme manager.
18.	To check Telecare Alarms remotely and pro-actively call service users on a monthly basis, ensuring that they are still engaging with the service, all equipment provided is still in good working order and all information recorded at the point of installation is up to date. Taking action where any faults or problems are identified ensuring swift resolution in order to maintain a 24/7 support, response and prevention service.
19.	To provide information to users about the Telecare Service and to ensure that any potential service users of the Telecare Service are aware of the emergency nature of the service, what the service will provide.
20.	To maintain good communication with service users and other stakeholders (including Key Holders, Next of Kin, Relatives, Wardens and agencies) and in particular to ensure that relatives and carers are kept informed of relevant events and doing so with data protection policies in mind.
21.	Where the service user is requesting the removal of equipments, to ensure that the service user is aware of the benefits of the service. Informing the Next of Kin, Internal or External agencies or Telecare Manager where appropriate of the service user's request for a removal.
SERVICE	
22.	To carry out a welfare check on service user's that have been referred due to failed meals on wheels or home care visit, reporting any safeguarding concerns to internal and external agencies such as social workers, health care professionals and other support agencies. Giving sound advice and support to departmental colleagues and professionals staff from outside agencies.
23.	To gain access into service user's homes and sheltered accommodation in emergencies when keys are held by the Telecare service and key safes are fitted outside the service user's property. To handle keys responsibly.
PERFORMANCE	
24.	To deal with all customers in a polite, courteous, efficient, effective and caring manner at all times in order to achieve the highest standards of customer care.

25.	Before and after entering the services user's home, a visual risk assessment should be conducted by the Telecare officer attending. Ensuring personal safety is always maintained.
26.	To ensure that all appropriate systems are updated after any visits have been made (including installations, emergency visits and removals).
27.	Take telephone calls and interview the caller to establish clearly the nature of the enquiry regarding Telecare.
28.	To ensure that all Out of Hours Social services and Homeless person's referrals are thoroughly assessed with resultant prompt action and passed to the relevant EDT social worker.
29.	Actively participate in the training, development and induction of any new staff, having them shadow an experienced member of staff, giving advice and support on all aspect of the running of the Telecare and EDT service, participating in the introduction and development of new technology/equipment's.
30.	To fulfill all duties and responsibilities with proper regard to the Council's Health and Safety Policy and relevant legislation in order to ensure that safe systems of work are operated for the public, the post holder and other Council or contractors' staff.
31.	To carry out a daily written and visual comprehensive Vehicle Check at the beginning and end of shift. Ensuring that the Telecare vehicle is well maintained and is in safe working order, is fuelled with the provided fuel card and any incidences, damages or faults is reported to the appropriate manager.
32.	To ensure that all parking permits allocated to the Telecare vehicle are valid and any issues regarding these permits are reported to the appropriate manager.
33.	In cases of emergency calls through the Telecare system (Jontek) to assess the nature of the call and identify the appropriate response according to procedures. This may include contacting emergency or primary health care providers; contacting a Key Holder where required; organising a Visit from the Telecare Team; or providing advice to the caller on the purpose and emergency nature of the Telecare service.
34.	To deal with calls of an emergency nature relating to the Emergency Duty Team services outside normal office hours, ensuring that information gathered is comprehensive and consistent, and that appropriate action is taken.

35.	To assess and book appointment for potential Telecare users who have been referred internally and by external agencies. Providing a written correspondence via email or Mosaic to referrals regarding the progress of their referral. This includes managing and co-ordinating a daily diary for the purposes of installation, emergency visits, welfare checks and Telecare equipment maintenance.
36.	To be responsible for the facilitation and activation of the Disaster Recovery and Business Continuity plans, ensuring the continuation of service availability 24/7. Including testing the divert facility remotely and informing the appropriate manager if the plan is put into effect at any time and reporting any difficulties or failures which may have occurred during said activation.
37.	To be prepared for site relocation for the continuation of service availability 24/7 in the event of a disaster or evacuation.
38.	To programme and install equipment in service user's homes, ensuring that service user have been made aware of all aspects of the service, including the emergency nature of the service, what it will provide.
39.	To develop sufficient expertise in the assessment and installation process in order to support and advice Telecare service users, social workers, health care professionals and other support agencies, taking into consideration the care needs of service users. To provide expertise and guidance in how Telecare can help to meet the service users needs.
40.	When installing an alarm in the service user's home, health and safety protocols must be followed with regards to the safety of the service user's environment, i.e. cable leading to trip hazards.
41.	To ensure that users are aware of how to operate the alarm system, including, where appropriate, the pendant and the alarm unit, and to ensure that service user's details are entered onto the electronic record systems including (Jontek, Mosaic and Excel).
42.	To assess the needs of the service user during an emergency visit, to take appropriate action. This may require the Telecare Officer to administer emergency first aid, wash, toilet, change bed linen and clothing, assist in or out of bed,

	The Telecare Officer must not attempt to lift service user or breach personal Health and Safety.
43.	To plan and assess an area in which a key safe can be installed for clients requiring a key safe.
44.	To be prepared for the possible discovery of cadavers and to follow appropriate reporting procedure by informing London ambulance service, police and relevant stakeholders.
45.	To write comprehensive reports on all emergency calls, covering action taken, any contacts made and any Safeguarding concerns witnessed. To update information on the appropriate systems to reflect actions taken, any changes in service user's circumstances or to provide any additional information.
46.	Be proficient in the use of technology system employed in the running of the service, including Jontek, Mosaic, Microsoft Out Look, Excel and Word

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

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Requirements	Person Specification for the Post of	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	A thorough knowledge and understanding of customer care principles and methods, particularly in relation to social care. Knowledge of and commitment to best practice in dealing with the elderly and vulnerable. Knowledge of basic First Aid techniques. Good organisational skills to plan and prioritise work and manage own workload. Able to work well and accurately under pressure, without direct supervision.	E E E E E	A & I A & I A & I A & I A & I
Qualifications & Experience	Experience of working in a customer facing environment. Experience of working in a caring profession Experience of visiting the elderly and vulnerable in their homes to deliver social care services. Experience of communicating clearly and effectively both orally and in writing to all stakeholders of the service, including Members, officers, members of the public and	E E E E	A & I A & I A & I A, I & T

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	representatives of other public bodies and agencies. Experience of using IT packages including Word, Excel, e-mail, the internet etc, to a high standard.	E	A, I & T
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Builds networks with key teams they work with, to ensure they achieve the best outcomes. Actively builds a positive team in the working environment. Able to work in a multi-disciplinary setting and in partnership with other professionals, agencies and organisations and service users. Shares information and engages others in a timely way to achieve the best outcomes	<u>E</u> <u>E</u> <u>E</u> <u>E</u>	<u>A & I</u> <u>A & I</u> <u>A & I</u> <u>A & I</u>
We are OPEN and transparent	Checks understanding they are understood by others and explains jargon where needed. Uses effective listening and questioning techniques to understand the needs of others and act accordingly. Approachable and seeks regular internal and external feedback from people to improve how they and others do things.	<u>E</u> <u>E</u> <u>E</u>	<u>A & I</u> <u>A & I</u> <u>A & I</u>

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We are WILLING to challenge, innovate and be accountable	Takes accountability for delivering own work, setting challenging goals for self.	<u>E</u>	<u>A & I</u>
	Looks for ways to continuously improve and develop within role.	<u>E</u>	<u>A & I</u>
	Responsible for own learning and evidence of continuous professional development	<u>E</u>	<u>A & I</u>
We empower each other to be EXCELLENT and go the extra mile	Understands the organisations direction of travel and actively supports that in their work and interactions.	<u>E</u>	<u>A & I</u>
	Takes the initiative to improve outcomes because they can explain the difference they have made.	<u>E</u>	<u>A & I</u>
We RESPECT all communities, they are the heart of everything we do	Actively listens to customers and takes steps to making things better for customers.	<u>E</u>	<u>A & I</u>
	Takes ownership of more complex issues, whilst keeping the customer informed.	<u>E</u>	<u>A & I</u>
	Is polite, helpful and inclusive towards people from our diverse community.	<u>E</u>	<u>A & I</u>
	Thorough knowledge, understanding and commitment to the implementation and development of equalities of opportunities in both service delivery and employment practices, ensuring a high standard of customer care prevails in all aspects.	<u>E</u>	<u>A & I</u>
Additional Requirements	(Examples provided below)		
	Able to work outside of normal office hours.	<u>E</u>	<u>A & I</u>

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	Able to work on a shift basis, involving varied start and finish times, and regularly covering night and weekend shifts.	<u>E</u>	<u>A & I</u>
	A full clean driving licence, driving assessment will be undertaken prior to starting the post.	<u>E</u>	<u>A & I</u>
	To comply with the requirement to carry out a DBS check on this role.	<u>E</u>	<u>A & I</u>