



Job profile

Care Call Assistant (Community Care Emergency Responder) Grade E + allowances (up to £6400 approximately) where applicable and pro rata.

Group:	Integrated Adult and Social Care Services
Location:	Civic Centre
Service:	Adult Social Care - Gateshead Care Call
Line Manager:	Care Call Assistant Manager
Car User Status:	N/A

Job Purpose

The Care Call service is a 24-hour, 365-day emergency mobile response service to residents within the borough. Clients are linked through various technologies to the control centre, which is based in the Civic Centre, Gateshead. The service is also the main point of contact for Council services out of hours.

The key roles of this post will include:

1. Undertaking call handling and associated work, including responding to emergency outgoing calls to clients in the community as required.
2. To carry out appropriate action to ensure that all calls received are dealt with satisfactorily in line with agreed policy and procedures, including appropriate liaison with other staff, agencies and departments as required.
3. To provide a mobile response service as required and directed. This may involve providing personal care to clients.
4. To ensure database information is up to date and accurate.
5. Undertake the installation of all assistive technologies as required, and carry out checks on installed equipment to ensure they work effectively.
6. Undertake the installation and removal of key safes as required.
7. Monitoring of multiple systems (concurrently) to check for notification alerts coming through and responding accordingly (eg. Falls, wandering, smoke/fire alarms, civil emergencies)
8. To visit clients to obtain personal details and demonstrate the use of equipment.
9. Working to key performance indicators within the service.
10. To carry out general administrative duties associated with Care Call service.
11. To work according to agreed shift patterns and to provide cover in the absence of other staff as necessary.
12. To promote and maintain a high standard of Customer Care in line with Councils Corporate Values
13. Acting as the entry point for all Out of Hours calls to the Council, including civil emergencies, housing repairs, road/drainage issues, children's and adult's social care emergencies, and managing and directing these calls according to standard operating procedures.
14. Such other duties reasonably falling within the purview of the grade as may be required.



Knowledge & Qualifications

Essential:

Knowledge

- Working knowledge of ICT Systems including Microsoft Office based software packages

Experience and other attributes:

- Experience of working in a customer services environment or healthcare role
- Ability to manage emergency / emotionally challenging situations over the telephone or within a personal care setting
- Be able to demonstrate respect for privacy, dignity and choice in relation to care needs, and have a patient and sympathetic approach
- Ability to communicate effectively
- Ability to work on own initiative and as part of a team
- A flexible approach to work
- Good IT skills

Qualifications:

- NVQ level 2 in customer service, social care or housing support or willing to work towards
- 5 GCSE's at minimum of grade 4 (Grade C) or equivalent
- Current driving licence and access to a car or means to mobility support

Desirable:

Knowledge

- Knowledge of Housing and Social Care issues

Experience:

- Call handling skills
- Crisis response service
- Previous experience of Moving and Handling assessments
- Experience in Domiciliary care provision?

Qualifications

- IT qualification, Emergency first aid or moving and handling.



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences