


Profile Title:	Telecare Responder	 BARNSLEY Metropolitan Borough Council			
Reports to:	Assistant Operations Manager				
Employee Management:	None	Grade:	4	Profile Ref:	116193
Purpose of the Post					
To attend to vulnerable Telecare service users in response to incoming telecare alerts and appropriate requests in their own homes, to enable them to continue to live independently within their communities. To work in line with clearly defined step by step procedures, with direct access to management support at all times.					
Responsibilities					
<ul style="list-style-type: none"> • To visit service users homes as a result of Telecare Alerts to assist with welfare checks and falls delivering support in line with mandatory training in a flexible, responsive and sensitive manner. • Compliance with service mission statements, values and relevant codes of practice. • To be aware of performance standards against pre-defined Key Performance indicators. • To record and communicate as appropriate any information relevant to the changing needs, circumstances and choices of service users. • To ensure that service users are safeguarded and that services are delivered in a manner that promotes dignity, respect and confidentiality. • Refer concerns about service users health, safety and wellbeing to other members of the team, calling services for additional assistance where required. • To develop positive working relationships with relatives, informal carers and people from other agencies providing support, for the benefit of service users. • To be available to cover or swap shifts with reasonable notice in line with local agreements to ensure 24/7 service provision and business continuity. • Drive the services "manual" vehicles in line with the driver's handbook and supporting procedures. • To operate in accordance with all the Council's policies and procedures. • Attend all relevant and mandatory training, development or any other duties commensurate with the grade and falling within the scope of the post, as requested by management. 					

Education and Training	Measure	Rank
<ul style="list-style-type: none"> Level 2 Diploma in Adult Health and Social Care 	A	E
<ul style="list-style-type: none"> Full Clean driving License to drive manual vehicles 	A	E
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> Experience of working in a support and enabling role with vulnerable people. 	A/I	E
<ul style="list-style-type: none"> Experience of Customer based service. 	A/I	E
<ul style="list-style-type: none"> Experience or awareness of Telecare Response. 	A/I	D
<ul style="list-style-type: none"> Experience of record keeping and following strict processes. 	A/I	E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> Knowledge of relevant Assistive Living Technologies. 	A/I	D
<ul style="list-style-type: none"> Knowledge of the needs of vulnerable people living in the community and their carers. 	A/I	E
<ul style="list-style-type: none"> Knowledge of office systems. 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> Effective communication skills. 	A/I	E
<ul style="list-style-type: none"> Able to work as part of a team successfully. 	A/I	E
<ul style="list-style-type: none"> Ability to prioritise and organise workloads, and use initiative in a busy environment. 	A/I	E
<ul style="list-style-type: none"> Ability to observe, monitor and record changes to circumstances. 	A/I	E
<ul style="list-style-type: none"> Ability to understand and carry out written and verbal instructions or procedures. 	A/I	E
<ul style="list-style-type: none"> Ability to provide excellent customer focused service. 	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. 	A/I	E
<ul style="list-style-type: none"> Work in accordance with the council's vision, priorities, values and behaviours. 	A/I	E
<ul style="list-style-type: none"> A commitment to continuous development and willingness to undertake training including care Certificate on commencement. 	A/I	E
<ul style="list-style-type: none"> Ability to undertake any reasonable and necessary travel across the borough in connection with the duties of the role. 	A/I	E