

## **Job Profile**

**Job Title:** Careline Monitoring and Response Officer  
**Job Grade:** Level 3 Zone 1  
**Salary Range:** £36,141 - £40,817

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Careline provides an end-to-end assistive technology and telecare service. From assessment and installation of equipment, to managing contacts and responding to emergency calls, it enables customers to maintain their independence and provides reassurance to both customers and their family and carers.

### **About the role**

- To provide high quality effective monitoring and response to assistive technology and social alarm customers who are elderly, disabled and/or otherwise vulnerable people in the community.
- To answer calls generated on the assistive care platform
- To provide routine and emergency support on a 24/7 basis ensuring we deliver a service that promotes the dignity and wellbeing of customers.
- To demonstrate a positive attitude, knowledge and skills to install all levels of technology and telecare sensors
- To maintain an interest and up-to-date knowledge of new technologies on the market and to contribute to further development of the service offer.

### **Example outcomes or objectives that this role will deliver**

- To respond to calls from customers in accordance, with agreed call handling procedures/ TSA Code of Practice, assessing the risk in the nature of the call, prioritising the level of urgency, and to visit as necessary.
- To decide on the most appropriate course of action to resolve the immediate crisis, ensuring that our customer is aware of the expected outcomes.
- To provide emergency assistance, first aid, personal care and safer transfer and assisting techniques to customers as required, liaising as necessary with emergency services, health and social care professionals, families and other agencies
- To be responsible for the appropriate use of keys to all properties with consistent regard to security procedures and customer safety, including data protection in respect of alarm codes.
- To arrange follow up visits as required with colleagues, including making referrals to other agencies, informing next of kin and reporting concerns as appropriate. To update and maintain accurate records on the appropriate data base and participate in service monitoring processes.
- With support, to attend case conferences, Coroners Court and police interviews as required.
- To participate in ensuring risk assessments are carried out as necessary and that all H&S and manufacturers guidelines are met.

- To participate in the promotion of the service and to demonstrate the use and functions of all equipment to potential customers, council staff, Adult Social Care Professionals and other interested parties and to participate in training in order to ensure knowledge of new equipment.
- To support the installation team to register new customers onto the Careline system, and to install and test equipment. This requires being conversant with all peripheral equipment and the ability to rectify problems and replace defective units. To retrieve equipment that is no longer required, prepare for return to suppliers, operating local stock control procedures.
- To support a proactive review and signposting service primarily to dispersed customers reviewing their living situation, ensuring the information Careline holds is accurate and up to date enabling the service to be provided in a safe and effective manner. Where necessary and in consultation with the customer, signposting them to other agencies as appropriate, providing written reports as required, collecting financial information to enable a prompt billing system to be put into place.
- To implement the Council's Equalities Policy and to incorporate this in all elements of the work.
- To undertake any other duties and responsibilities as may be required to reflect the developing nature of the service.

#### **About you**

- Hold a full clean UK driving licence
- Good practical knowledge and skills of electrical, computer hardware/software, telecoms and assistive technology.
- Ability to problem solve and give technical support
- Excellent communication skills both (verbal and written)
- Proven excellent customer service experience
- Ability to work to set deadlines, and manage time with minimal supervision
- Able to use a range of information technology within service delivery.
- Good organisational skills, be able to prioritise work as appropriate and under pressure
- Be willing to undertake any training appropriate to role
- Ability to demonstrate and install alarm equipment/ Telecare triggers and explain their use and operation to existing and potential users.
- Ability to participate in review process with customers and to work jointly with other professionals to ensure users needs are met and enhance quality of life.
- Ability to keep detailed electronic records and notes including regular updating of Data Base
- Willing to undertake lone working as required
- Proven ability to respond appropriately and effectively to emergency situations including manual handling as required and provide all aspects of personal care in an emergency.
- Ability to partake in quality assurance processes including monitoring and evaluation.
- Ability to promote and implement the Council's Equality Policy in all aspects of the work.
- Ability to follow and understand Health and Safety Policies and Procedures and ability to ensure their implementation at all times.

#### **Work Environment:**

The post will involve regular working in customers their own homes on a 24/7 rota basis with colleagues, dealing with emergency situations. This will include moving and handling, using appropriate supplied health and safety equipment in accordance with manufacturer guidelines and incorporating the latest training

techniques. Working to a 45 minute response target, the post holder will need to be able to prioritise their workload, make full use of their knowledge of the borough, and manage quickly-changing and conflicting priorities.

The post can regularly involve working in hazardous conditions. This may include contact with customers with infectious diseases and involving bodily fluids in unsanitary, unhygienic and often-cluttered conditions. Also customers with mental health, substance misuse or behavioural difficulties including dealing with aggression, depression and bereavement. Staff will have to undertake risk assessments and where necessary decide upon and take appropriate action to ensure the health and safety of themselves and others involved.

Post will be involved in the installation of community alarm and other Telecare equipment.

Post will involve regular lone working in customers' own homes on a daily basis during the review process.

Post holder must be able to participate in a shift system on a 24 hour – 365 day basis.

**People Management Responsibilities:**

**NONE**

**Relationships:**

- Customers i.e. providing services to older, vulnerable or disabled people and the important people in their lives
- Relatives, Advocates, Adult Social Care Professionals, Carers and Carers Organisations
- Colleagues, particularly in Adult Social care and Provider Services
- Careline Installation and Business Support Team and Management
- Sheltered Housing/RSL staff
- Estate Officers
- Occupational Therapists
- GP's, Primary Care Trusts & 999 Services

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications

from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,