

## Job Profile Information: Careline Service Manager

This supplementary information for *Careline Service Manager* is for guidance and must be used in conjunction with the Job Capsule for Job Level 5 Zone 1

### Camden Way Category 4

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

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.

### Role Purpose:

To lead the overall operational and strategic direction of Careline and hold responsibility for service delivery and resources, including meeting the aspirations of Adult Social Care to deliver appropriate and innovative telecare and assistive technology solutions to support the people of Camden to maintain their independence.

The Careline Manager will oversee and support the management team to organise the flow of the work into, and through, the service, ensuring there is a clear understanding of demand from customers, that the resource is organised to respond to that demand and that all customers get a first class, responsive and individualised service

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

- Manage the service area according to the operating principles, and actively manage and monitor the flow of work focussed on delivering positive outcomes for all customers.
- Hold a detailed understanding of the service and how it contributes to social care outcomes, and ensuring the effective deployment of resources to meet such demand.
- Lead the management team of Careline to ensure they are expert service providers. Ensure they have the right support and build strong relationships with specialists, support groups and networks to strengthen support available to customers and their families
- Develop, measure and report on key areas of performance, including the flow of the work and financial monitoring.
- Promote and embed a culture of continuous learning and collaborative working with Adult Social Care colleagues, Provider managers and other (internal and external) partners.

- Work collaboratively and in partnership with customers, families/carers, professionals and the wider community to ensure customers receive an excellent person-centred service, which seeks to be inclusive, anti-discriminatory and anti-oppressive
- Work collaboratively to support people's strengths and manage risks, addressing barriers to independence.
- Communicate in an appropriate, open, accurate and straightforward way
- Provide respectful leadership, line management and supervision of staff
- Set high professional standards and manage staff performance to deliver excellent performance
- Take a flexible approach to working in a changing environment, highlighting areas for improvement
- Apply an innovative, flexible and problem solving approach – open to change in response to new evidence
- Act as a key advisor on operational issues of telecare
- Act as a role model of good practice across the service
- The post holder will be a key decision- maker, and lead the management of the Careline, as well as being a member of the management team of Provider Services and will promote excellence in performance, adherence to the policy and the promotion of strengths-based approaches in Adult Social Care
- Ensure Camden's resources are used efficiently, effectively and creatively, promoting the benefits of technology in the maintenance of personal independence
- As required to answer calls generated on the assistive care platform
- To demonstrate and promote the use of assistive technology, including providing training in a formal or informal setting
- Work in accordance with the all of Council's policies and procedures

### **People Management Responsibilities:**

**Direct Reports: Deputy Manager and Business Support Team Leader (2)**

**Indirect Reports: All Careline Staff Team (21)**

### **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
- Sheltered Housing/RSL staff
- Estate Officers
- Occupational Therapists

- GP's, Primary Care Trusts & 999 Services
- Assistive Technology industry professionals, such as TSA (Telecare Services Association)

### **Work Environment:**

The post is mainly based at the Careline Control Centre, however it also includes travel across the Borough to different work locations on a regular basis, as well as occasional visits to external providers and regional or national meetings.

Careline is a 24-hour service, provided 365 days of the year. It is a high profile service dealing with residents in the borough who can be at high risk of injury and or death. This may involve being required to provide evidence to the Coroner's office. The role will include maintaining the reputation of the Council.

Carline will be closely associated with Camden's innovative "Assistive Technology Living Lab", to support citizens to trial the latest innovations in technology and other equipment. The Careline manager will be expected to support in the selection and trialling of equipment.

There is a requirement for the post holder to be on-call for advice out-of-hours and at weekends on a regular basis.

*Post holder may be required to travel to multiple sites where necessary across the borough and beyond  
Post holders must be able to drive for the purposes of visiting customers and will have to pass the Camden driving competency test to drive Council vehicles. Staff will be required to undertake vehicle checks on a daily basis, maintain vehicle logs, refuelling etc.  
Post holder will be expected to obey driving and parking regulations in the course of their duties.  
Payment of Traffic and/or Parking fines will be the responsibility of the driver*

### **Technical Knowledge and Experience:**

- Evidence of leading and managing people, and building successful teams
- Knowledge and understanding of innovation in the field of assistive technology
- Working knowledge of developments in the telecommunications industry and use of digital technology
- Budgetary control and management of resources
- Understanding of positive risk taking, risk assessment/ management and safeguarding adults and an ability to apply this to real life situations, especially in regard to technology solutions

- In depth knowledge of assistive technology and telecare and its contribution to delivering strengths-based outcomes for customers
- Knowledge of the role and organisation of partner agencies such as health, housing, and the voluntary and community sector and ability to build relationships with them
- Knowledge of local support resources for adult social care customers and their carers, and where to find these
- Knowledge of Social care and health legislation, policies, procedures and best practice guidance and how they impact on customers including evidence of its implementation and application
- Knowledge of the TSA (Telecare Services Association) standards and alternative Telecare Accreditation programmes
- Demonstrable experience of working under pressure and managing competing priorities
- Hold a full clean UK driving licence

### **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

