

Job Profile Information: Careline Monitoring and Response Officer

This supplementary information for Careline Monitoring and Response Officer is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

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 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 well being 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.

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

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.

Post holders must be able to drive for the purposes of visiting customers across the borough and beyond, 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

Post holder is required to have knowledge of, and adhere to, the security measures in place to protect the integrity of the control centre when they leave the building unmanned to attend emergency visits

Post holder is required to have knowledge of the Service disaster recovery process in the event of an emergency.

Post has the capacity to impact significantly on the health and wellbeing of different client groups/customers, the reputations of the Council and the Careline service. The work is reactive to the circumstances of individual customers and changes frequently affecting the delivery of the service. It is therefore vital that the post holder must be creative and proactive with the ability to make difficult decisions and follow them through to a satisfactory conclusion whilst, ensuring the consequences of their actions does not bring the Council and/or the Careline Service into disrepute.

Post requires awareness and understanding of the issues affecting vulnerable groups including older people, people with learning disabilities, people with mental health difficulties, people with physical difficulties and people with substance misuse issues and challenging behaviour, having the ability to respond calmly and sensitively, offering support in crisis situations and where necessary advocating on their behalf. Good listening skills are required.

The post holder may advise customers, their families, advocates and other professionals on the appropriateness of proposed or installed Telecare sensors.

The post holder must take responsibility for own workload, be able to work under pressure and often unsupervised.

The post holder is required to be responsible for the service vehicles and the equipment contained within such as Telecare equipment, moving and handling equipment, laptops, mobile phone, and other relevant pieces of equipment required to assist in the duties performed away from the control centre

The post holder is required to be familiar with fire safety systems, equipment and procedures in operation in a range of settings.

Technical Knowledge and Experience:

- **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.

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

For further information on the Camden Way please visit by clicking [HERE](#)



