

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Telehealth Care Response Officer |
| HBC Grade: | **HBC 5** |
| Service: | **Telehealth Care** |
| Division: | **Independent Living Services** |

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| **Main Purpose of the Role** |
| **To deliver a wide range of services, helping to keep people independent in their own homes using telehealth care.**   * Assess for, demonstrate, check, fit, test, exchange, programme, instruct and encourage the use of technology and associated devices to clients and carers/family and report repairs as necessary. * Respond to emergency calls, conduct a risk assessment and give emergency help, including responsive care and personal care tasks when required, that maintains personal dignity and ensures an individual’s safety and independence within their home environment. Referring to other services or relatives as required and recording appropriately any actions taken. * Consult and liaise with appropriate staff regarding the care, support services and environmental concerns, ensuring accurate records of actions taken are maintained. * Be aware of the range of specialist telehealth care devices available and their functions and operations in order to conduct a thorough assessment of a client’s individual requirement in order to tailor a suitable and effective package of telecare. * Process calls to the Council’s out of hours response. Accurately taking referrals for the Emergency Duty Team which covers St Helens and Halton adults and children’s services. |

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| **Key Duties** | |
| **1** | Operating a call handling platform and associated telehealth care platforms following  Individual response protocols to ensure vulnerable people are given assistance where necessary. Prioritising multiple requests for assistance as required, accurately  documenting details using the case manager system and exchanging both sensitive and complicated information with other services where needed. |
| **2** | Undertake calls handling, data inputting and ensure customers are able to access the council’s OOH service, via the CSD windows based call centre system, and correctly prioritise these calls appropriately. |
| **3** | Ensuring all information is accurately and precisely recorded including referrals to EDT, details of incidents (which may be upsetting or emotive) and observations for both children & adults using the council’s CSD system. |
| **4** | Deal appropriately with calls from the emergency services requesting help from HBC via the DOSEC system. |
| **5** | Work flexibly on a rota system for Bank Holidays, evenings, weekends and weekdays |
| **6** | Undertake clerical and administrative duties including manual and computer recording and filing of information ensuring records are up to date to facilitate the smooth running of the service and schemes. |
| **7** | Visit clients in their homes to update and review telecare service level to ensure it still meets individual needs, changing service level where required. Also checking their information and check the equipment installed. Highlighting any safeguarding issues which arise. |
| **8** | Ensure the appropriate storage, decontamination, de-programming, refurbishment and use of telecare equipment in the with manufacturers guidelines. And update the PNC database where appropriate to enable stock to be monitored. |
| **9** | As part of the review and support planning process, refer through to appropriate agencies any potential or unmet needs to request assessment for aids, adaptions or longer term services. |
| **10** | Conduct thorough assessments for individuals following a referral to the Telehealthcare service. Tailoring the service to individuals as appropriate.  Refer to other services were required. |
| **11** | Consult and liaise with appropriate staff regarding the care and support services and environmental concerns. |
| **12** | Ensure accurate records of action taken are maintained at all times. |
| **13** | Provide clients and other interested parties with relevant information, including the services and equipment available and signpost where appropriate. |
| **14** | Use skills to develop solutions/plans to solve various problems over the short term |
| **15** | Provide information and, if necessary, attend case conferences or other meetings involving clients and potential clients support plans. |
| **16** | Undertake all reasonable training activity designed to support your role. |
| **17** | Within the service provide cover, help and assistance as directed by your line manager. |
| **18** | Deal with any unexpected problems or situations which may arise appropriately. |
| **19** | Due to the specialist nature of the role assist with the training requirements of colleagues/agency workers where required. |
| **20** | Install, maintain and fault find telehealth care equipment including assistive technology were required using specialised computer software. |
| **21** | Handle with sensitivity, tact and in a professional manner, situations when a client has become abusive/aggressive attempting to defuse where possible. Always act in a professional manner. |
| **22** | Respond to clients who have fallen, remove obstructions, assess for injury and if appropriate use equipment and techniques to assist them to stand in conjunction with the council’s manual handling policy. |
| **23** | Ensure that you work in line with all the council’s policies; procedures and relevant legislation ensure that you are aware of your obligations under these. |
| **24** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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|  | **Education** | **Experience** | **Knowledge** | **Skills & Abilities** |
| **ESSENTIAL** | 3 GCSEs A-C or equivalent, or alternatively relevant experience of working within health or social care | Relevant experience of working in a people centred environment. | An understanding of the needs of older and vulnerable people | IT literate and capable of using MS Word and office applications. |
| NVQ level 2 or 3 in a relevant field | Experience of working alone or as part of a team | Administration experience | Demonstrate level of literacy and numeracy to be able to carry out the requirements of the post. |
|  | Experience of dealing with emergency situations |  | Ability to effectively communicate, especially with older people, to have patience and be a good listener. |
|  | Experience of working with vulnerable people |  | Ability to maintain accurate records and work within guidelines. |
|  |  |  | Ability to organise and prioritise own work with minimum supervision and deal with unexpected events. |
|  |  |  |  | Ability to deal with a wide range of people including clients, families, health and social care professionals. |
|  |  |  |  | Ability to remain calm under pressure. |
|  |  |  |  | Ability to demonstrate a caring and sensitive approach to people. |
| **DESIRABLE** | First Aid Certificate | Health and Safety Awareness | Knowledge of community alarm and telehealth care equipment including programming, installation and fault finding |  |
| Manual and People Handling | Experience of working with technology |  |  |
| **HOW IDENTIFIED** | Production of qualifications at interview | Application / Interview / Assessment | Application /Interview / Assessment | Application / Interview /Assessment |

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|  | **Other requirements of the post** |
| **ESSENTIAL** | Must be able to undertake a 7 day week shift rota including working out of hours and weekends |
| To maintain confidentiality at all times and work within the guidelines of data protection. |
| **DESIREABLE** |  |
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| **HOW IDENTIFIED** | Interview / Assessment / Production of documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.