

Click here to enter text.

Within the **Carecall Concierge Service**

SALARY

From £26,279

RESPONSIBLE FOR

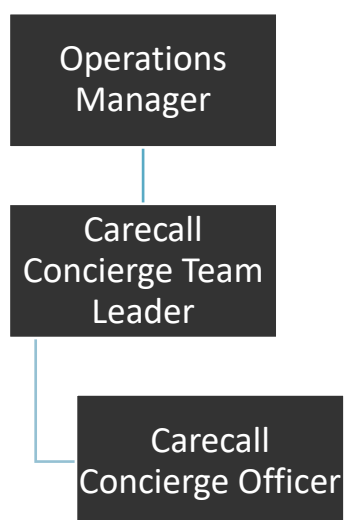
Providing a first-class service to our customers

RESPONSIBLE TO

Carecall Concierge Team Leader

CORE PURPOSE

Enable customers to live independently in their own home and help them to feel safe and secure, knowing help is at hand if needed



Our Carecall & Concierge teams provide 24/7,365 support to both Stockport Homes' Customers as well as a range of private clients.

The Carecall Service is one of SHG's core support services, providing 24hr Telemonitoring and Falls Response services to nearly 5000 people living in Stockport.

The Concierge Service provides 24/7 CCTV, Emergency Alarm and Access monitoring to over 40 sites across Stockport. The team also support our Neighbourhoods and ASB services, by working pro-actively as One Team to keep tenants safe and secure.

The role of a CCO is very varied, with different elements such as;

- Community Alarms call handling – dealing with a range of emergencies which can be life-critical calls
- CCTV Monitoring of both Housing and Public Spaces
- Assisting in the detection and prevention of Anti-Social Behaviour and Criminal Activity
- Dealing with Out of Hours Repairs
- Providing a Dynamic falls service to our customers, in their home
- Carrying out basic repairs to Telecare systems
- Promoting the service



PENSION

Access to a Social Housing Pension scheme (SHPS)



MAIN LOCATION(S)

Will vary dependent on Location of Site & Work streams.



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



Salary

All salaries are benchmarked to ensure they remain competitive in the sector



HOLIDAY ENTITLEMENT

26 days, increasing to 27 days after 5 years of service.



WORK PATTERN

Full Time 37 hours

RESPONSIBILITIES *the Carecall Officer will...*

- ✓ Provide reassurance and support to all customers when handling calls, some of which can be challenging.
- ✓ Ensure that Services are delivered in line with our Policies and Procedures which meet the TSA Accredited Standard
- ✓ Provide a falls lifting service, using the appropriate equipment, to minimise ambulance call outs.
- ✓ Deliver an excellent range of services, such as welfare visits, emergency visits.
- ✓ Support the delivery of robust Telecare Services by installing and maintaining equipment effectively.
- ✓ Monitor CCTV and Door Entry systems at a variety of blocks across Stockport, support our teams at Stockport Homes and Greater Manchester Police in keeping people safe.
- ✓ Upholding confidentiality at all times and follow Safeguarding Procedures to protect Vulnerable Adults and Children from potential harm.
- ✓ Deliver a range of Out of Hours services, including Domestic and Commercial Repairs, ASB Reporting and Emergency Response

STRENGTHS *the Carecall Officer will deliver key responsibilities by...*

- ✓ Being hard working and a team player
- ✓ Approach situations with a caring manner and be able to engage with people to build trust.
- ✓ Being adaptable to different work types working across varied tasks.
- ✓ Being organised and productive, completing all necessary reports following a visit.
- ✓ Acting as the “eyes and ears” on the frontline and pro-actively reporting any Safeguarding concerns to a Safeguarding Champion
- ✓ Work well with a variety of people, building good team relationships over a variety of shifts – not always working with the same colleagues and sometimes working alone.
- ✓ An eye for detail and an ability to spot suspicious behaviours and actively monitor situations, relaying key information to the necessary agency.
- ✓ Ensure things happen when they need to happen.
- ✓ Believe in your own judgement and take responsibility for your own actions

REQUIREMENTS *the Carecall Officer must*

- ✓ Undertake a variety of training to safely carry out the role
- ✓ Communicate effectively using a variety of different communication methods and techniques to deliver clear messages.
- ✓ Work collaboratively with the team and colleagues from other service areas.
- ✓ Be flexible to the needs of the service, supporting our role as a 24/7,365 service provider.
- ✓ Hold a full UK driving licence (essential), there is no requirement to own your own car
- ✓ Work positively and enthusiastically in sometimes challenging circumstances.
- ✓ Deal with different types of workloads and problems, working independently and making decisions confidently with minimal need to escalate.
- ✓ Engage with staff and customers, building up good working relationships that are based on trust

VALUES *the Carecall Concierge Office will role model core values through....*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social

Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



The Prince's Responsible Business Network
Race at Work Charter signatory



INVESTORS
IN PEOPLE

Platinum
Until 2022



Health & Wellbeing
Award

