

Carecall Officer

Within the **Independent Living Carecall** Team

SALARY

£28,282

RESPONSIBLE FOR

N/A

RESPONSIBLE TO

Carecall 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

**Independent Living
Operations Manager**

**Carecall Team
Leader**

Carecall Officer



Our Carecall monitoring and response team provide 24 hours x 365 days a year support to both Stockport Homes' Customers as well as a range of Private Clients.

Approximately 5000 customers living in Stockport receive our service via a 24hr telephone monitoring system and a Falls Response provided by our dedicated team of Carecall Officers.

Your primary role is to support customers to remain living independently in their home for as long as possible through working together as a team responding to emergency alarm calls dealing with a range of issues.

You will also be required to assist customers who have chosen to take advantage of our TSA accredited dynamic falls service assisting customers who may have fallen in their own home with a lifting service.

Carecall Officers also support customers by carrying out basic repairs to the monitoring equipment, installing and promoting the full range of equipment available to ensure customers are fully supported to live independently as long as possible.

Basic administration including use of IT is undertaken daily with full training provided for all elements of this role.



PENSION

Access to a Social Housing Pension scheme (SHPS)



MAIN LOCATION(S)

SHG Head Office and throughout Stockport in customer's homes



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 28 after 5 years



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 all services are delivered in line with Stockport Homes' Policies and Procedures and comply with the TSA Quality Standards Framework.
- ✓ provide a dynamic falls lifting service, using the appropriate equipment minimising demands on ambulance service call outs and customer's wait times.
- ✓ deliver an excellent range of services, such as welfare and emergency visits.
- ✓ support the delivery of robust Telecare Services by installing and maintaining equipment in a timely manner.
- ✓ uphold confidentiality at all times and follow GDPR requirements.
- ✓ report safeguarding concerns in accordance with Stockport Homes' policies and procedures.

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

- ✓ being flexible in your approach to your role, having a strong work ethic and always putting the needs of the customer first.
- ✓ approaching situations with a caring, empathetic manner being able to engage with people to build trust.
- ✓ being adaptable to the varied tasks required to undertake the full duties of the role.
- ✓ being highly organised with the ability to follow procedures with minimal supervision.
- ✓ acting as the "eyes and ears" for the customer pro-actively reporting any safeguarding concerns in accordance with our policies and procedures.
- ✓ working effectively with a variety of people including, for example, family members, Social Workers and medical professionals, building good relationships with all team members over a variety of shifts – not always working with the same colleagues and sometimes working alone.
- ✓ completing tasks in a timely manner and ensuring things happen when they need to happen.
- ✓ believing in your own judgement and taking responsibility and being accountable for your own actions.

REQUIREMENTS *the Carecall Officer must...*

- ✓ undertake essential training including participation in relevant meetings including for instance Team Meetings.
- ✓ communicate effectively using a variety of different communication methods and techniques to deliver clear messages including the use of all IT systems.
- ✓ work collaboratively with the team and colleagues from other services to ensure the provision of an excellent service for customers.
- ✓ be flexible to the needs of the service, supporting our role as 24/7/365 service provider.
- ✓ Hold a full UK driving licence (essential).
- ✓ support the growth of the business by participating in marketing events and open days and assisting with all related administration.
- ✓ work positively and enthusiastically in sometimes challenging circumstances.
- ✓ manage fluctuating 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 and respect.

VALUES *the Carecall Officer 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



