JOB OUTLINE	
JOB TITLE: Community Response Adviser	**JET CODE: 7639**
DIVISION: Customer Services	
SERVICE/BUSINESS UNIT: Partnerships and Communities	
REPORTING TO: Contact Centre Supervisor	
RESPONSIBLE FOR: None	

JOB PURPOSE:

To respond to vulnerable and elderly customers who require urgent assistance e.g. ambulance or personal contacts.

To assist with customer enquiries regarding a range of Council services across a number of Local Authorities in compliance with said authorities specific policies and procedures.

To monitor Public Space CCTV and provide support to Police and Anti-Social Behaviour Officers in the discharge of their duty.

MAIN DUTIES:

Respond promptly and courteously to emergency alarm, general telephone and other communications from clients and outside bodies in compliance with Council policies and procedures. Act as an essential point of contact during severe weather / civil disruption situation.

Process all communications efficiently and accurately using a wide range of systems and other information databases to provide, maintain and monitor information, advice and support for clients across services from a wide range of departments, Local Authorities and 3rd party customers, including but not limited to, East Lothian Council's Education, Housing, Protective Services, Midlothian Council, Scottish Borders Council and a number of Registered Social Landlords

Ensure that appropriate action is taken for all communications, prioritising, assessing and referring promptly to the relevant Council Department/named officer, where appropriate, ensuring that any potential or actual threat to a client's safety is dealt with in a confident, supportive and confidential manner

Follow up and maintain appropriate levels of contact with service users ensuring they are kept informed of the progress of their communication, where necessary.

Assist in "outbound" campaigns via telephone and other channels to members of the public and other bodies.
Assess emergency situations in accordance with Department policies and procedures.

Regularly test and re-programme database/community alarm equipment in client homes, reporting problems, where necessary.

Monitor and operate CCTV equipment in accordance with the Data Protection Act, the Regulation of Investigatory Powers (Scotland) Act and the CCTV Code of Practice.

Assist with the maintenance and upkeep of the supporting administration for the Community Response Team ensuring that electronic records are updated.

Contribute to the work of the Contact Centre Teams and to support other members of those teams, as and when required.

Promote a positive image of the Contact Centre and Customer Services by providing excellent Customer Care.

Promote the Council's vision and values and a corporate culture that is positive, customer focussed and supports employee engagement to the highest standards.

Take reasonable care of personal health and safety and co-operate with management to enable compliance with the Council's health and safety rules and legislative requirements.

Provide Assistance to the Contact Supervisors by;

- Assisting in the organisation and delivery of training either via direct delivery or delegation.
- Contribute to the development of services available by ensuring new or revised procedures/services are adopted by the team and feedback as necessary.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to Higher level, NC or SVQ Level 2 in English and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network**.** ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**

Scottish Social Services Council:

- None

PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	Educated to Higher Level, NC or SVQ level in English and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**. As you are required to travel to manage a workload, you must hold a current driving licence and/or have access to a vehicle.	
Previous Experience (Paid & Voluntary Work)	Experience of working in a customer service environment within a local authority or other customer focused organisation.	Experience of dealing with challenging behaviour. Experience of working in a Contact Centre. Experience in coaching/mentoring Experience of working with vulnerable and elderly people. Experience of operating a CCTV monitoring facility
Knowledge/ Skills /Competencies	Sound understanding of customer services and best practice. Understanding of the diverse needs of customers. Awareness of equalities and diversity. Effective verbal and written communication skills. Effective organisational and time management skills. Skilled user of Microsoft Office	

Personal Qualities	Ability to work to a high degree of accuracy, paying close attention to detail. Ability to use own initiative. Ability to multi-task. Ability to investigate, assess and resolve problems. Ability to learn about multiple council and external 3rd party areas of work in order to best advise and support customers. Ability to adapt to changing situations and provide new services or services in a new way. Ability to prioritise work under pressure and to meet deadlines. Ability to work flexibly as part of a team and to work a range of different shifts including nights, weekends and public holidays. Ability to manage effective relationships with tact and diplomacy. Ability to deal sensitively with individual clients, including the need to maintain confidentiality.	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	