EMPLOYMENT **ZONE** **R&S 2**

Person Specification

Job title:	Home Carer (Direct Response Team/Responder Service)
Job Family/ Grade/Level:	People Care and Support/Grade 3/PCS2
Summary of role:	Purpose - To respond to Telecare alarm calls from vulnerable service users & provide personal and practical assistance. To provide customers and colleagues with full and accurate information about the user's situation. Reporting to the Senior Duty Officer/Assistant Area operation Manager the main duties and responsibilities are: • Providing assistance /response to vulnerable clients who activate their community alarm/Telecare service. • Respond to All type of Telecare activation from a variety of devices, such as: GPS device Property Exit Sensor Pendant alarm/Fall detector. • Providing Assistance to return Service user safely home (GPS/Property Exit sensor Activation), through use of tablet/smart technology. • Provide personal care where required • Assistance up Service user who have fallen through the use of specialised lift aids, as required. • Installing alarms, carrying out pre and post visits and attending /fixing faults with existing equipment. • Advising Co-ordinator/line manager of important information in relation to service users' circumstances. • Co-operating with the introduction of new procedures and/or new equipment/technology associated with the role.

Criteria	Essential	Desirable	Evidence
Education, qualifications & training	• Full current UK driving licence. • Your role requires you to have or to have the ability to		• Application Form • Certificates

	undertake and attain a SVQ Level 2 qualification in Health and Social Care or equivalent, to meet the requirements or registration to the Scottish Social Services Council. Glasgow City Council will provide support and meet the cost for undertaking this qualification.		
Skills	• Can carry out duties according to instruction and standard procedure • Ability to interact effectively and pass on up to date and accurate information in relation to service users where appropriate • Can deal with emergency situations and use initiative in dealing with service users' day to day and immediate requirements • Can deal effectively with challenging behaviour.	• Ability to operate living adaptations e.g., bath lifts and wheelchairs	• Application Form • Interview • References • Assessment
Knowledge	• Practical experience of working with vulnerable people.	• Knowledge of first aid and health and safety procedures • Experience of providing personal care • An awareness of the work of Care Services.	• Application Form • Interview • References
Other	• Can always demonstrate a high level of confidentiality		• Application Form • Interview

	• Shows an enthusiastic and positive manner Has an ability to work alone or as part of a team Demonstrates a flexible approach to the needs of the business • Prioritises the needs of the customer.		• References

Competencies		Evidence
Personal Effectiveness Communicating Level 1	• You are a good listener • Engages with people by explaining ideas clearly, so that they have understood • Can record information appropriately and correctly in a way that people can understand.	• Application Form • Interview
Personal Effectiveness Decision Making Level 1	• Can make decisions based on your understanding of the available information • Knows when to refer to a manager • Focused on what needs to be achieved, and not distracted by less important things.	• Application Form • Interview
Providing Excellent Customer Service Customer Orientation Level 1	• Gathers information in relation to service users' needs by asking the appropriate questions • Uses own initiative to resolve difficult situations or problems • Keen to hear about different ideas and 'go the extra mile' for people.	• Application Form • Interview • References
Managing Change Attitude Level 1	• Keen to be told about new ideas and ways of working • Able to cope with change and deal with situations that seem unclear. • Has the ability to cope with change and deal with situations that seem unclear.	• Application Form • Interview • References
Decision-making Level 1	• Keen to be told about new ideas and ways of working • Able to cope with change and deal with situations that seem unclear.	• Application Form • Interview

		• References
Delivering Results Motivation Level 1	• Keen to do things, and do them well • Can work well under pressure and within tight timescales. • Works steadily to meet targets.	• Application Form • Interview • References