JOB DESCRIPTION - HEALTH AND SOCIAL CARE PARTNERSHIP

IDENTIFICATION

Post Title:	Control Room Adviser	Post Ref:	
Section:	Community Care	Grade:	6/7
Responsible to:	Social Care Organiser		
Responsible for:			

JOB PURPOSE

To assist in providing a 24-hour response service for vulnerable older people, people with physical disabilities, people with mental illness or people with learning disabilities, whose independence in the community is supported by an alarm call system.

To provide a locally based mobile service to Sheltered Housing tenants when full-time Wardens are off duty.

PRINCIPAL WORKING CONTACTS

Manager, Public, Social Work Staff, Voluntary Agencies and Emergency Services.

MAIN DUTIES

Co-ordinate the Social Care Response Service from the control centre.

Communication with service users who may be in distress.

General duties related to the running of this service.

To use own initiative and able to work without supervision during shifts, which involve covering Sheltered Housing Complexes between the hours of 16.00hrs and 8.00hrs.

JOB ACTIVITIES

Operate the Social Care Response Service database, PNC6, within the control centre taking calls from stakeholders some of whom may be in distress.

Analyse and assess calls quickly both individually and collectively within the control centre making sound decisions in order to deliver responses to people in need, ie activated smoke detectors, people in distress, people in an emergency situation.

Liaise with other professional staff and carers and where appropriate delegating calls to the appropriate service for action.

Deploy the response team effectively to respond to the calls as they arise ensuring that breaks are allocated as the needs of the service dictates.

Maintain ownership of calls until they are resolved and have a satisfactory outcome.

Report and record any failings of the service both internally and externally.

Work with the services deployed to ensure a high quality of service is provided at all times.

Monitor clients who live in the community by making regular contact by telephone within an agreed timescale for calls received into the system.

Undertake training as required with other departments and service areas to expand and update knowledge of council operations and systems.

Provide training of the data base to new controllers within an agreed training programme.

Ensure Dundee City Council's customer service standards are achieved and promote Dundee City Council in a positive manner

Keep a record of service use and ensure updates of all data input.

Perform associated administrative tasks and procedures.

Carry out reviews of the Social Care Response Service both face to face and in the service users home and also over the phone.

Support carers by giving information, advice and social support on an individual or group basis.

Ensure individuality, personal dignity; wishes and confidentiality of service users are respected at all times.

Participate in team meetings and contribute to the flexible development of the service

Familiarise yourself with the regional operational instructions, policies and objectives

SPECIAL CONDITIONS

Shift work is required this will include early shifts, late shifts and night shift over a 7 day period this will include weekend and public holidays.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Control Room Adviser

DIVISION/DEPARTMENT SECTION: Health and Social Care Partnership

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	SVQ 2 in Customer Care or higher and Professional Development Award in Tele-healthcare or the ability to achieve this award	O' Grade / Standard Grades in English, Arithmetic or Admin NC / HNC in Admin	Inspection of Certificates
RELEVANT WORK/OTHER EXPERIENCE	Knowledge & understanding of social work values. Knowledge of community care principles. Experience of assisting members of the public who are in stressful situations. Working with computerised systems to input and retrieve data.	Call handling experience. Good knowledge of computer systems. Working under pressure in call handling or office environment.	Application form. Interview and reference
PARTICULAR SKILLS/ABILITIES	Good written/oral communication skills. Computer skills / Keyboard skills Ability to work as team member and the ability to work alone and to use own initiative. Assessment skills. Be able to understand and meet the needs of people living in the community	Promote Service users independence. A social awareness of the problems faced by all sections of the community with the need to provide good service delivery. Record keeping.	Application form. Interview and references.
PERSONAL QUALITIES	Sensitivity patience and understanding when dealing with vulnerable people. Be non-judgemental with a caring, pleasant and professional approach to the post. Dependable and reliable attitude to work. Ability to work with minimum supervision. Calm disposition and approachable manner.	Enthusiastic. Ability to manage conflict appropriately. To be flexible and have the ability to adapt to change within a progressive service. Self motivation.	Application form. Interview. References.

	Ability to work under pressure		
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Work shifts including evenings, weekends and nights. Requirement for further study/training. Member of PVG Scheme or willingness to become a member of the PVG Scheme with satisfactory Scheme Record and/or Scheme Record Update	.	Application form, reference and Interview.