FALKIRK COUNCIL

JOB DESCRIPTION

SECTION A **JOB DESCRIPTION**

JOB TITLE: Mobile Warden

SERVICE: Adult Services

SECTION: M.E.C.S.

LOCATION: Across the Falkirk Area

GRADE: D

RESPONSIBLE TO:

Team Manager/Senior Mobile Operations Co-ordinator/ Mobile Operations Co-ordinator and Supervisor

Supervisory Responsibilities:

None

Overall Purpose of Post:

To respond to alarm calls received from Service Users and provide or obtain the necessary assistance.

Key Responsibilities:

1. To answer and respond to alarm calls notified by the Control Hub and on arrival at the location of an alarm call undertake an initial appraisal of the presenting issues, summon assistance as may be required or to take any immediate action necessary.

2. To respond to service delivery instructions from the Team Manager or other designated Manager of the Service.

   Such tasks would include:

   - Provision of personal care, practical assistance and social support to Service Users.
   - Assistance with feeding and specialist diets.
   - Emptying and changing catheter bags.
   - Assistance to empty and change stoma bags.
   - Assistance with medication in accordance with Falkirk Council's Medication Policy.
   - Application of eye or ear drops in accordance with Falkirk Council's Medication Policy.

- Changing of dry dressings in accordance with Falkirk Council's Medication Policy.
- Elements of skin care in accordance with Falkirk Council's Medication Policy.
- Specialist assistance with bathing and showering.
- Liaison with primary health care personnel including named nurses and G.P's.

The above list of tasks are intended to be illustrative rather than exclusive. An up to date list can be referenced in the Service Procedures.

3. To undertake review visits to service users on an annual basis. Other service delivery issues as notified by Line Management in line with the Service Procedures.

4. To undertake programming of installation/de installation of alarm equipment using an app.

5. To record all actions undertaken on shift on the appropriate administrative paperwork or electronically.

6. To monitor the progress of requests for assistance and report any outstanding issues to the following shift or to the Team Manager/ Senior Mobile Operations Coordinator /Mobile Operations Co-ordinator and Supervisor.

7. To attend staff meetings to discuss operational issues and reflect on experiences. To contribute to the development of the service to enhance the service users experience

8. To maintain appropriate vehicle and equipment checks as per Falkirk Council's procedures and comply with the Falkirk Council Driving at Work Policy for drivers of Council vehicles.

9. To participate in the induction of new staff to the service

10 To undertake other duties deemed necessary by the Team Manager/ Senior Mobile Operations Co-ordinator /Mobile Operations Co-ordinator and Supervisor.

ACCOUNTABILITY:

Mobile Wardens are accountable for:-

1. Carrying out specific work instructions as issued by or on behalf of the Management of M.E.C.S.

2. Use of discretion as to the manner in which such tasks are undertaken.

3. Provide information to Service Users on Service policies and procedures including the correct procedures to follow for fuller assessments of need.

4. Safe Moving and Handling practices as per Falkirk Council's Moving and Handling procedures and Training.

KNOWLEDGE, SKILLS, EXPERIENCE:

Mobile Wardens should either possess or be capable of developing the following range of knowledge, skills and experience:-

Essential - Must possess:

Working in a care setting with an awareness of a wide range of medical conditions and their impact on peoples lives
Good communication skills
A full driving licence
Delivery of Personal Care Services including extended personal care tasks as previously listed
Initial appraisal of emergency situations
Ability to prioritise tasks
Effective team working/lone working
IT literate

Desirable (Must possess or be capable of developing):

Experience of a wide client group
Working in an emergency service
Safe Moving and Handling using Hoists and other Moving and Handling equipment
Ability to undertake administrative tasks, including the use of technology for recording purposes
Ability or willingness to learn how to install & program technical equipment
SVQ level 2 in Social Care or equivalent

DEMANDS:

Mobile Wardens must:

1. Be able to judge changes in Service Users circumstances and take appropriate action/provide appropriate information
2. Be able to respond to emergency situations
3. Work a shift pattern which may involves early back and night shifts

COMMUNICATION:

1. Mobile Wardens are routinely expected to maintain effective communication, both verbally and written with both internal and external contacts including:
   Control Hub Staff, Primary Health Care Personnel, M.E.C.S. Management staff, Colleagues, Service Users, Carers, fellow Professional Workers and Emergency Services.
2. Mobile Wardens are expected to attend meetings and case conferences arranged to discuss the needs of Service Users as appropriate.

ENVIRONMENT:

Basic office environment with client visitations. The role includes driving/travelling between clients to attend emergency calls and routine visits in a Council supplied vehicle. The Mobile Emergency Service is a predominately front line service, providing care and support to service users in the community. The role is essentially a lone working role