BIELD HOUSING & CARE

CURRENT TITLE Emergency Call Advisor – Bield Response24 (BR24)

RESPONSIBLE TO Team Leader

CONTACTS

INTERNAL BR24 Centre Manager, Deputy Managers, colleagues and team members. Development Managers and teams, Bield Office-based Staff

EXTERNAL Customers, Carers, Contacts acting on behalf of customers, Visitors to developments, Emergency services and other health and care professionals & corporate clients and their contractors and customers.

MAIN PURPOSE OF JOB

Working closely as a member of a small team within the BR 24 control room, the purpose of this role is to promptly and sensitively respond to calls received on the BR24 emergency alarm lines. Quickly and accurately assessing the callers' needs and following procedures to resolve them, by providing reassurance to the customer or by making immediate contact with relatives, the emergency services, other contacts or care professionals.

MAIN DUTIES

1. To quickly answer calls, assess the situation and take appropriate action to ensure resolution, following Bield and BR24's and policies and procedures.

2. To work calmly, sympathetically and systematically when responding to calls.

3. To clearly and accurately relay all relevant customer information to relatives, emergency services and other third parties.

4. To ensure accurate and timely data input to BR24 business systems.

5. To liaise with Development Managers, other staff and agencies regarding calls and changes to customer records.

6. To carry out any administrative follow up for call handling related tasks.

7. To work as part of a team, prioritising and managing workloads and working without supervision when required.

8. To work to Bield/BR24 and Telecare Service Association standards and targets at all times.

9. To undertake other reasonable duties as Bield Response24 develops and requires.

PERSON SPECIFICATION

	Essential	Desirable
1. Skills / Abilities		
This section specifies the skills and abilities the postholder must have to perform satisfactorily.		
Communications skills:		
o Verbal - to listen, diagnose and effectively communicate with customers, other Bield colleagues and external parties	✓	
o Written – to accurately and concisely input information into business systems.	✓	
Customer Focus: Understands the needs of older/vulnerable people	✓	
Managing Relationship skills: To handle calls in a sensitive and calm/reassuring manner	✓	
Team Working: To work flexibly and co-operatively as part of a small team	✓	
IT/Keyboard skills: To accurately and efficiently navigate, input to and extract from, business systems	✓	
Resilience: To be able to effectively deal with sometimes emotional circumstances	✓	
2. Experience/Knowledge		
This section specifies the level and quality of experience required.		
Previous experience of working in a customer service or social care environment	✓	
Previous experience of working with minimal supervision	✓	
Previous experience of call handling	✓	
Previous experience of call handling in an alarm response centre		✓
Experience of working with older or vulnerable people		✓
3. Education / Qualifications		
This section specifies the qualifications that are essential to perform effectively in the post.		
4. Other		
This section specifies other factors which may be necessary e.g., the ability to work unsocial hours, travel etc. or the need to work within a particular philosophy or ethos.		
Ability to work shifts	✓	
Willing to undertake training	✓	
To have a genuine interest in providing a high level of service to a wide client base	✓	
Willing to work within Bield philosophy	✓	

5. Equal Opportunities

This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the Postholder is willing to work in accordance with existing policies and Codes of Practice.

6. Contra-indications

This category specifies any factors which would automatically exclude a candidate, e.g. no-one without a current driving licence could be considered for a job as a driver.