



Job Description

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St. Helens Council

Post:	Careline Officer
Post Number:	PECL19
Department:	Place Services
Grade:	SCP 14 – 17
Responsible to:	Careline Manager
Purpose of the Post:	Maintaining continuity of service provision. Monitoring communications, providing an emergency response and visiting service. Assisting people who are judged at risk and their carers. Officering assistance, as required, in an effective and sensitive manner to customers and carers.

Duties and Responsibilities:

Control Centre Duties

1. Respond to all incoming calls, in accordance with current or set criteria, to the control centre by listening to the service user's needs, assessing, and recognising requirements. Providing an appropriate response in the form of advice, reassurance, information or the summoning of specialised assistance.
2. Entering and updating information into the computerised or manual records systems ensuring strict confidentiality of all information.
3. Provide reports as required by the Manager, or other authorised official, by either compiling manually or by computer generation.
4. Monitoring emergency calls initiated by other means such as smoke detectors, thermostats, pressure sensors and security monitors, etc. and respond as appropriate.
5. Perform systems checks and routine system tasks, liaising with specialist service engineers as necessary, complying with set procedures and reporting all faults promptly.
6. Operates the radio system, passing relevant information, logging calls, recording essential information and advising the relevant officer as soon as possible.
7. Initiate calls to specified users requiring close monitoring, with their agreement, and as part of an arranged package of care.



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Mobile Duties

8. Respond to alarm calls as directed, in accordance with agreed criteria, from the duty officer, maintaining radio availability at all times.
9. Assess the problem at the location of the alarm call and with the assistance of the control centre officer co-ordinate and mobilise all necessary help to resolve it.
10. Carry out personal care and hygiene duties on behalf of the service users', with the user's agreement.
11. Respond to service users' personal care needs in a caring and sensitive manner, respecting their dignity and privacy. Maintain their right to be independent and make choices even if a degree of risk occurs.
12. Ensure as far as possible, that service users are left in a safe and comfortable state following any visit. Ensure property and personal belongings are secured in the event of the users being removed from their home.
13. Undertake home visits to replace/repair equipment according to procedure. Cleaning and general maintenance of equipment.
14. Undertake routine visits to service users to check the alarm equipment, replacing batteries where necessary, and updating information; liaising with other members of the department as appropriate.
15. Monitor users in sheltered housing accommodation in the absence of the resident/visiting warden by way of the control centre or by personal visit. Resetting of equipment, e.g. schemes, trip switches, etc. as necessary.

General Duties

16. Explain the service and how it operates to all new users and ensure that service users know how and when to use the equipment.
17. Adopt a positive, reassuring and caring response to service users to ensure a high standard of service delivery is achieved and maintained.
18. Maintain records of all calls received and response provided as per procedure.
19. Work on a 24 hour shift system, seven days a week and ensure continuity of service is maintained. Advise work colleagues at change-over time of any specific requirements for follow up action.
20. Maintain security of the control centre and service vehicles at all times, in accordance with procedures, identifying problems and defects and reporting them as per procedure.



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21. Provide a key holding service for service users and specified premises, keeping a record of all keys held, issued and returned, in accordance with procedure and security arrangements.
22. Attend service staff meetings and training sessions as directed.
23. Provide assistance to users in conjunction with other service providers in a flexible manner.
24. Work in accordance with the Authority's and Department's Confidentiality guidelines and policy guidelines concerning Health and Safety and to safeguard the welfare of colleagues and service users.
25. Respond in accordance with the Department's Emergency Plan.
26. To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.
27. To comply with the Council's Comprehensive Equality Policy and ensure that it is implemented within the service area of the post.
28. To comply with the Council's Information Management Framework (including Data Protection Policy, Code of Practice and Social Media Policy)
29. If an applicant cannot drive as they are precluded by disability, applications are still welcome. Applicants are asked to provide a statement as to how they will be in a position to alternatively meet the requirements to enable the duties to be carried out effectively and efficiently with reasonable adjustments.

This post is subject to Enhanced Disclosure.

This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).

The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.

**Date Prepared: 1st July 2010
Date Updated: December 2014
Date Updated: October 2016**