

Job Profile

Position Details	
Post	Emergency Response Officer
Service Area	Adult's Social Services
Reports to	Team Leaders
Grade	SC6
Job Family	To be completed by HR

Role Purpose
<p>BASIC OBJECTIVES</p> <p>To provide an emergency response and out of hour's service to supported scheme tenants and users of the Community Alarm Service.</p> <p>To operate the Community Alarm Services console and out of hour's emergency service system, to maintain clear and accurate records and to visit tenants as and when required.</p> <p>To assess for, install and periodically review alarms and to assist with marketing the alarm system.</p> <p>To work in conjunction with other colleagues to provide a quality and non-discriminatory service to elderly people with physical disabilities and to be responsible for monitoring the delivery of the service in relation to the service objectives.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. To carry out all duties in accordance with the procedures in relation to emergency response, out of hours and community alarm services e.g. to operate the community alarm service console and out of hours emergency service systems, to reply to alarm calls, make visits, alert other staff services, maintain clear and accurate records at all times. 2. To monitor standards of service delivery and take action as appropriate, by liaising with and alerting other services, ensuring the appropriate staff are aware of the relevant issues and by maintaining high standards of written records. 3. To provide cover to supported housing schemes and carry out all agreed responsibilities and procedures as described in the Resident Warden's procedure manual. 4. To assess application for dispersed alarms, to programme and install alarms, to instruct users in the operation of alarm equipment and to review alarms periodically as required.

5. To operate the Council's out of hour's emergency service, responding to calls and alerting emergency services when appropriate.
6. To assist in the marketing of the service as required by the team leader.
7. To take part in the standby and shadow rota and accompany staff as and when required.
8. To write reports, undertake administrative duties, attend meetings and training sessions as and when required.
9. To write reports, undertake administrative duties, attend meetings and training sessions as and when required.
10. To keep the team leader informed of any issues concerning the tenants, clients and the services.
11. To exercise responsibilities under the Health and Safety at Work Act, as laid down or as may be amended from time to time by departmental procedure.
12. At all times to carry out duties in accordance with the Council's Equal Opportunities Policy.
- 13.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience

These are the qualities we believe to be necessary to do this job. You should clearly show in your application how your skills/experience/potential meet some or all of them, **as the shortlisting decision will be based on our assessment of you against these criteria.**

The final assessment processes will also seek to assess these characteristics.

	ESSENTIAL	DESIRABLE
Education/qualifications		
Experience Work/other	<ol style="list-style-type: none"> 1. Working with elderly and/or disabled people in a multi-cultural context and equal opportunities framework. 2. Team Working 	

	3. Working with people	
<p>Communication Skill:</p> <p>Written:</p> <p>Verbal:</p>	<ol style="list-style-type: none"> 1. Clear written communication skills 2. Ability to write reports and keep accurate records. 3. Ability to communicate clearly and politely with the public, face to face and via telecommunications equipment. 4. Ability to communicate with clients who may be in crises or have special needs. 5. Ability to pass information to other council members clearly and concisely. 	
Admin/Organisational Skills:	<ol style="list-style-type: none"> 1. Ability to work under pressure. 2. Ability to prioritise workload 3. 	
Knowledge/Skill:	<ol style="list-style-type: none"> 1. Ability to work I.T. systems. 2. Understanding of needs of elderly and/or disabled people. 3. Understanding of Equal Opportunities Policy. 4. Understanding the needs of Black and Ethnic minority communities 5. Decisions making in a crisis situation. 	1. Knowledge of Council services
Other requirements	<ol style="list-style-type: none"> 1. Car driver 2. Ability to work shift systems 	3. Ability to speak one of the Borough's community languages.

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <p>Community Alarm Team Leader 0208 489 2365</p> <p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
0	0	0	0	0
Are the staff based at the same work location?				Yes/No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	N		Use of a computer.	Y	80%
Audio typing.	Y	60%	Crisis or conflict situations.	Y	80%
Walking more than a mile.	N		Manual handling.	Y	60%
Working alone or in isolation.		80%	Working in confined spaces.	N	
Driving a car, van or minibus.	Y	90%	Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	N		Working in awkward positions, e.g. stooping, bending, reaching.	Y	40%
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	N		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	N		Working shifts / unsocial hours, nights.	Y	100%
Outdoor work involving uneven surfaces.	Y		Standing or sitting for prolonged periods.	Y	70%

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	Y	100%	Working at heights / on ladders, roof work.	N	
Teaching, or responsibility for, children.	N		Outdoor work involving extremes of temperature.	N	
Electrical hazards.	N		Control and restraint.	N	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
To ensure adhere to service Policy and Procedures pertaining to Lone working and Safeguarding Community Alarm Policy and procedures.
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Yes. Dealing with complex enquiries in relation to the Community Alarm and Telecare Service, in accordance with departmental and corporate policies.
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No