

Job Title: Careline Emergency Services Operator	Department: Careline Services
Responsible to: Careline Team Manager	Number of people directly managed: N/A
<p>Main purpose of the job: To support the provision of the Company's quality, customer focused, effective and efficient community care alarm and call centre service to Herefordshire Careline customers.</p>	
<p>Main Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Operate the alarm monitoring consul on a 24 hour rota basis, receive calls via the communications network from all clients, company representatives and premises connected to Herefordshire Careline. • Ensure appropriate response and follow up actions to received calls are undertaken in accordance with procedures for both private and corporate customers. • Liaise with HHL colleagues, Housing Association personnel, clients and others to resolve problems and request information required to update resident and scheme details where required • Report any case to the Careline Team Manager where it is felt that additional support services are required or where there is evidence of abuse of the communications network • Receive calls from individuals and establishments being monitored for Lone Worker, Telecare, Telemedicine, fire, burglary, temperature control etc. and action as appropriate • Provide an out of normal office hours answering and filtering service for the Company's and other organisation's emergencies, deciding priority and liaising with standby staff , tradesmen and contractors where appropriate • Handle calls that on occasions can be distressful, ensuring that such calls are treated with the degree of empathy and understanding commensurate with the sensitivity of the call and the vulnerability of the caller. • Input of data and maintenance of various computerised and manual record systems in respect of Central Control and the Company's other functions 	

Main Duties and Responsibilities:

- Responsible for the reporting of faults associated with the communications network, reporting same to the appropriate maintenance service and undertaking periodic checks to ensure response to fault report within the specified period and advising Careline Operations Manager of any case where non-compliance with service agreement exists
- Provide clerical support specifically within the Careline Services Section and generally throughout the Company
- Attend "in house" training sessions and staff briefings to maintain and develop a satisfactory working knowledge of the service, its operation and associated procedures
- Assist new and relief operators in understanding the operation of the control console and relevant policies and procedures
- Provide cover specifically for all Emergency Services Operator posts, and generally within the section during holidays and/or sickness and assisting other colleagues of Careline as and when necessary
- Initiate "well being resident check calls" to clients where identified by management company
- Support customers Emergency Planning Teams in the event of a Major Emergency in line with Service Level Agreements
- Provide security reassurance, protection and support to all clients whilst protecting management company interests

Working Environment/Physical Challenges

- Frequent use of keyboards, PC's, telephone call handling equipment and specialist alarm monitoring equipment.

Financial Responsibility

- No specific financial responsibility

Responsibility for Non Financial Assets

- Responsible for the handling, inputting, maintenance and security of highly sensitive and confidential information.

Standard requirements attached to the job:

- (a) All individuals are expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties which reasonably correspond to the general character of their job and their level of responsibility.
- (b) All individuals are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities.
- (c) To recognise health and safety is a responsibility of every individual, to take reasonable care of self and others and to comply with Herefordshire Housing's Health and Safety policies and any service specific procedures/rules that apply to the job.
- (d) To promote equality as part of the job and to treat everyone with fairness and dignity.

Please note that where the job holder is disabled every effort will be made to supply necessary aids, adaptations or equipment to allow them to carry out the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Job Holder's Name: _____

Job Holder's Signature: _____

Date: _____

Manager's Name: _____

Manager's Signature: _____

Date: _____