

JOB DESCRIPTION

POST TITLE:	Telecare Officer
POST NUMBER:	HC06
GRADE:	D
RESPONSIBLE TO:	Supported Housing Manager
RESPONSIBLE FOR:	Not Applicable To This Post
LIAISON WITH:	Supported Housing Officers, Housing staff at all levels, other Council staff, members of the public, suppliers, charities, other external partners and agencies

KEY CORPORATE ACCOUNTABILITIES:

To ensure that the Community Alarm service is delivered in a professional and effective way and to ensure customers are at the heart of everything we do and that we are responsive to their changing needs and expectations.

To deliver an excellent customer focused service and actively promote telecare and community alarms technology to increase revenue

To ensure the services remains compliant with relevant legislation and good practice.

KEY SERVICE ACCOUNTABILITIES:

1. Promote services, identify marketing opportunities and increase revenue. Develop close links with local charities and organisations that will provide financial support to service users. To make public presentations to promote services as required.
2. Implement the sales and marketing strategy to increase business.
3. Provide day-to-day support and guidance to staff installing community alarms and telecare equipment. Deliver in-house training to Supported Housing Officers, ensuring staff are able to install all types of equipment
4. Monitor quality of work and performance, providing advice and guidance to staff on any aspect of the service. To inform the Supported Housing Manager of any ongoing performance issues.
5. Develop suitable ways of consulting with client groups to monitor levels of customer satisfaction.
6. Develop close links with suppliers, ensuring appropriate levels of equipment are available and orders placed as required. Liaise with suppliers to design promotional materials and ensure local organisations have adequate supplies

7. Ensure all equipment is correctly cleaned, programmed and tested prior to use
8. Ensure procedure manuals and policies are periodically reviewed and updated.
9. Ensure damaged equipment is promptly replaced and report faults to the appropriate supplier.
10. Attend exhibitions, promotional events and regional meetings as directed by the Supported Housing Manager. This may involve working at weekends or evenings.
11. Ensure services meet policy requirements and external obligations, particularly in relation to health and safety legislation.
12. Ensure database records are accurate and comply with Data Protection legislation.
13. Submit periodic performance indicators to the Supported Housing Manager.
- 14.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a Health and Safety Policy which outlines its responsibilities as an employer and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this Policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Senior Manager.

DATA PROTECTION:

It is the responsibility of the post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

Telecare Sales Officer

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none">• Experience of working directly with vulnerable people in housing management or similar environment• Demonstrates the ability and motivation to achieve results	<ul style="list-style-type: none">• An in-depth knowledge of community alarms and telecare equipment
Knowledge and Expertise:	<ul style="list-style-type: none">• Experience of sales, marketing and promoting services• Experience of public speaking	<ul style="list-style-type: none">• Understanding of lone working boundaries and Data Protection• Effectively manages resources available
Skills:	<ul style="list-style-type: none">• Ability to work on own initiative with a minimum level of supervision• Ability to respond to change• Ability to train and motivate staff working in the community• Data Protection legislation, confidentiality	<ul style="list-style-type: none">• Has a clear understanding of business needs relevant to the service area
Personal Attributes:	<ul style="list-style-type: none">• Committed to equality of opportunity and understanding of diversity issues• Ability to communicate with service users across a variety of levels• Ability to deal with sensitive and difficult people/situations	<ul style="list-style-type: none">• Ability to manage the expectations of customers• Ability to understand and respond to the needs of internal and external customers.
Special Requirements:	<ul style="list-style-type: none">• Ability to drive extensively throughout the Mid Devon area• Ability to develop and promote awareness of the service to outside agencies.	<ul style="list-style-type: none">• Self-motivated and able to manage time and resources effectively• Ability to present a professional and smart public image• Ability to manage and prioritise workloads

Date: September 2018