

## Control Assistant

<b>Level:</b>	Grade 5
<b>Team:</b>	Care Link
<b>Line Manager</b>	Care Link Supervisor

### About the Job

- Deliver a responsive, high quality, customer-focused services 24 hours a day, seven days a week for customers to enable them to live independently and safely in the community.
- Operate a computerised calls handling system and undertake administrative duties where necessary.

### You'll be trusted to

- Deliver excellent customer focused services 24 hours a day every day of the week to older and vulnerable people, enabling them to live independently, with confidence, reduce isolation and feel safe in the community.
- Maintain service standards in accordance with the tec (technology enabled care) services association quality standards framework.
- Answer alarm calls made to the telecare service centre.
- Assist Vico Homes's customer contact centre, by answering telephone calls during the night and taking the appropriate action as required.
- Receive and make calls using a computerised record system including telecare alarms and telephone calls.
- Maintain an accurate record of calls from customers and record actions taken.
- Establish the nature of the customers' requirements and take appropriate action, which may include summoning GPs, police, fire service, ambulance service, or relatives, offering advice and reassurance where appropriate.
- Initiate calls to customers where appropriate.
- Assist with maintaining and updating the confidential database of information relating to all customers of the service.
- Liaise with a range of Vico Homes's colleagues, Wakefield Council or other appropriate agencies to ensure an effective response to all alarm calls to ensure customers health, safety and wellbeing are maintained at all times. and
- When required co-ordinate Vico Homes's night-time services in relation to emergency repairs to our properties, to incidences of neighbour nuisance and anti-social behaviour, to accept and process electronic payments for rent, council tax and other payments, and to give advice and assistance to customers on all Vico Homes services.
- Carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

**Who you'll work with:**

**Internal:** All Vico Homes colleagues.

**External:** All outside agencies as appropriate. Members of the public and customers. Other statutory and voluntary agencies.

**Our values**

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
An ability to record messages and information clearly and accurately.	✓		AF/I
An ability to interpret, classify and sort information.	✓		AF/I
Experience of working with older or vulnerable people.	✓		AF/I
ICT literate with the ability to use a variety of PC applications	✓		AF/I
An ability to operate the Central Control Unit after being given appropriate training.	✓		AF/I
An ability to make common sense decisions in accordance with departmental guidelines and to work with the minimum of supervision.	✓		AF/I
An ability to give clear and concise information to callers, relatives, emergency services and other employees.	✓		AF/I
Excellent communication skills	✓		AF/I
Evidence of delivering excellent customer service	✓		AF/I
An ability to apply thought and attention to the completion of specific tasks.	✓		AF/I
Willingness to undertake any necessary training.	✓		AF/I
The post holder is required to take part in a 24 hour, seven day week shift rota.	✓		I
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.		✓	AF/CQ
An understanding of social alarm services.		✓	AF/I

### Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification