



Care Link Officer

Level:	Grade 6
Team:	Care and Health
Line Manager:	Care Link Supervisor

About the Job

- Deliver 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.
- Ensure services are delivered in line with service standards identified in the Customer Charter Standards and Technology Enabled Care TEC Services Association Quality Standards Framework.

You'll be trusted to

- Provide statistical information and other performance management information to meet corporate and service area requirements.
- Take part in a 24 hour, seven day week shift rota, including 'on call' duties, providing a back up to the response and attending emergency visits as required for the care link response service.
- Be based in the care link telecare service centre answering and triaging calls and deciding on the appropriate course of action. This may include offering advice and reassurance, visiting the customer, contacting the emergency services other Vico Homes colleagues or services or nominated contacts.
- Maintain an accurate record of calls from customers and record actions taken.
- Maintain and carry out regular checks for road worthiness in line with fleet guidance, for more than one care link vehicle.
- Carry out the cleaning and maintenance of specialised lifting equipment, in line with manufacturers recommendations, including reporting and arranging planned and unplanned maintenance.
- Report issues with equipment to line managers to ensure there is sufficient resources to undertake the role.
- Visit customers in their own homes in response to emergency 'no response', falls, reassurance and personal care calls by visiting customers in their homes within the agreed performance standards and timescales.
- Take the necessary action when responding to calls. This may include undertaking first aid, using specialist-lifting equipment if a customer has fallen or providing personal care when required. Co-ordinate appropriate emergency and/or welfare response that is doctor, ambulance, relatives or carers.
- Ensure compliance with the guidance for safeguarding children and vulnerable adults at risk and ensure that the reporting and referral processes are followed.

- Adopt a holistic approach when identifying the needs of customers in the community and refer to appropriate internal and external agencies including statutory and third sector services.
- Ensure information on all response visits is recorded accurately and that information is given to the telecare service centre at the end of each visit.
- Carry out falls assessments and provide information for the falls prevention pathway.
- Undertake planned visits to existing and new customers to connect telecare alarms and equipment. demonstrate use of the equipment and complete legal agreement, Vico Homes contracts and other forms associated with the care link service.
- Troubleshoot problems with a wide range of telecare equipment and provide solutions to ensure service continuity for the customer, including installing and maintaining equipment in the customers home outside of normal working hours.
- Work with a number of partner agencies to deliver care link response services and comply with policies and procedures relating to the service level agreement in place.
- Provide on the job training to new and existing employees to address individual training needs and/or to meet the developing needs of the care link service as directed by the care link management team.
- Carry out risk assessments for customers and their properties to ensure a safe working environment at all times in line with policy.
- Respond to out of hours to issues in independent living schemes.
- Co-ordinate Vico Homes night time services in relation to emergency repairs to our homes, to incidences of neighbour nuisance and anti-social behaviour, and to give advice and help to customers on all our services.
- Carry out any other duties as directed by the line manager that is appropriate to the grade and overall purpose of the job.

This post is subject to an application for a Disclosure Barring Service check with Vico Homes.

Who you'll work with:

Internal: Vico Homes colleagues.

External: All outside agencies as appropriate, members of the public and tenants and 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)
A qualification at level 2 of the Regulated Qualifications Framework, such as GCSE's (three or more 9-4/A-C), Award, Certificate or Diploma in a relevant subject area.	✓		AF / CQ
An ability to work on own initiative dealing with a variety of issues, sometimes in emergency situations	✓		AF / I
Excellent time management and organisational skills	✓		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 record messages and information clearly and accurately	✓		AF / I
An ability to give clear and concise information to callers, relatives, emergency services and other employees	✓		AF / I
An ability to operate the computerised calls handling system and other specialist systems after appropriate training	✓		AF / I
An understanding of health and safety issues	✓		AF / I
Evidence of delivering excellent customer service	✓		AF / I
Excellent communication skills	✓		AF / I
Valid UK driving licence and able to drive company vehicle as well as having daily access to own vehicle in order to travel throughout the Vico Homes operating area as required by the business	✓		AF / CQ
The post holder is required to work rotating shifts and take part in an out of hours 'on call' rota	✓		I
First Aid at Work Certificate		✓	AF / CQ
Understanding of Telecare services		✓	AF / I

Key

AF - Application Form

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

CQ - Certificate of Qualification