

## JOB DESCRIPTION



**DIRECTORATE: FAMILIES AND WELLBEING**

**SERVICE: INTERMEDIATE CARE AND REABLEMENT**

### **POST DETAILS:**

**Job Title:** Response service support worker

**Grade:** Grade 5 SCP 14- 18

**Location of Work:** COMMUNITY

**Directly Responsible To:** Senior Response service support worker

**Directly Responsible For:**

#### **Hours of Duty:**

#### **Primary Purpose and Scope of the Job:**

To respond to emergency calls, conduct a risk assessment and provide emergency assistance, including personal care, if required, that maintains dignity and ensures an individual's safety and independence within their own home.

Refer to other services or relatives as required, ensuring accurate documentation of any actions taken.

Consult and liaise with appropriate staff when required regarding any concerns relating to the individual's situation.

### **KEY TASKS AND ACCOUNTABILITIES:**

1. To provide emergency support to individuals who activate their care call alarm unit, and alerts raised from Telecare sensors.
2. To complete a visual Risk Assessment of the situation and environment to ensure the safety of the individual and staff.
3. To support and assist with procedures such as continence management, personal care and administration/recording of medication as required.
4. To contribute to the moving and handling of individuals to maximise their physical comfort, using appropriate equipment and moving and handling techniques, in line with the Council's moving and handling policy.
5. To work alongside other professionals as required to ensure the individuals safety.
6. To assist Carecall operators in handling incoming alarm calls, via the Jontek Answerlink system. In accordance with current targets and criteria, respond to all incoming calls to Carecall Control by listening to the service user's needs, assessing and recognising their requirements. Providing an appropriate response in the form of advice, reassurance, information or the summoning of specialised assistance.

7. To initiate calls to service users as necessary to ensure their well-being.
8. To assist in the maintenance of the communications equipment by cleaning, programming and testing all types of systems in use and reporting any faults that occur.
9. To be aware of all types of dispersed alarm units along with Telecare equipment and the uses of such equipment.
10. To undertake training to install and identify faults with Carecall dispersed alarm units and Telecare sensors.
11. To undertake all training designed to support your role as identified by your team Manager.
12. To attend regular team meetings/supervision with managers and Senior Reablement workers.
13. To contribute to the protection of individuals who are at risk from abuse and alert your line manager where you have any concerns.
14. To respect service users dignity, privacy, choice and diversity, adhering to equal opportunities policy and ensure all practices are anti-discriminatory.
15. To require and ensure all information received and disseminated, whether verbal or written, concerning employees, prospective employees or service users' is treated in the strictest confidence and that all such information held is regulated and controlled in a similar manner.
16. To act at all times with due regard to the Council's Health and Safety Policies and related Codes of Practice.
17. To conduct oneself in a professional manner and to work to the highest standards in line with those set by the Service/National Minimum Standards for Domiciliary Care.
18. To work flexibly on a rota system, including nights, bank holidays and weekends
19. To work across other areas of the service as and when required.

### **REVIEW ARRANGEMENTS:**

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

**Date Job Description Prepared/Revised:** \_\_\_\_\_

**Prepared/Revised By:** \_\_\_\_\_

**Agreed Job Description Signed By Holder:** \_\_\_\_\_  
(To be signed only following appointment)

**Date Job Description signed by Holder:** \_\_\_\_\_