

JOB SUMMARY

Post Title	<i>Wightcare Response Centre Operator</i>						
Job Family	<i>Service Delivery</i>	Pay Range	5	Line Manager to others?	No	Role profile ref	<i>SD05</i>
Service Area	<i>Wightcare</i>						
Line Manager	<i>Operational Lead – Wightcare</i>						
Location	<i>Seaclose Offices, Newport</i>						

Job Purpose

To provide an effective and responsive monitoring and emergency response service for the Community Alarm/Telecare Service, as an integral part of the services for elderly, disabled and vulnerable residents on the Island.

To provide a telephone answering service for outside agencies and to be the Isle of Wight Council's out of hour's telephone answering service.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Monitor, triage and offer the appropriate response to clients, for calls received through the Community Alarm System.
- To positively engage in training as and when required to enable this 24-hour emergency service to operate effectively.
- To deal with all clients in a caring and respectful manner especially those vulnerable people who may be ill and/or dying through the community alarm system or by telephone.
- Undertake administration work in the Response Centre, as directed by the Wightcare Management Team.
- Support with the maintenance of the Community Alarm System to ensure all data is up to date and accurate.
- To follow the standard operating procedures and in those instances where this is not possible, to document the reason in detail.
- To ensure all safeguarding concerns are highlighted and correct procedures are followed for reporting concerns.
- Be familiar with the range of services the Isle of Wight Council provides to deal with telephone calls out of hours.
- Be familiar with the Isle of Wight Council's Lone Worker system to monitor and offer the appropriate response to support colleagues working in the community.
- Be familiar with the range of services and equipment provided by Wightcare to deal with enquires at the first point of contact.
- Working closely with partner agencies to ensure Island residents receive the right care, at the right time by the right people.
- To provide information and support to the Wightcare Management Team to ensure a consistent and high quality 24-hour service is provided.
- To undertake such other duties as are appropriate to the status, purpose, responsibilities, and level of the post.
- Attendance at team meetings and training sessions a requirement of this role.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Experience of dealing with the public, particularly elderly and disabled people.		✓	
Good demographic knowledge of the Island.			✓

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Ability to make decisions, act on own initiative and use excellent organisational skills but expected to work alone at times.		✓	
The ability to communicate effectively at all levels with the public, staff, members and other agencies on sensitive and personal issues		✓	
Ability to work effectively within a team and to work under pressure prioritising workloads and handling changing priorities.		✓	
Ability to work flexibly to suit the needs of the service, across 7 days a week		✓	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to GCSE Level Grades A-C in Maths and English, or equivalent		✓	
Out of Hours Standby and Call Out You will be required to take part in the Out of Hours Stand-by Duty Rota as and when requested by management. Standby and call out duties are paid in accordance with the IWC Terms and Conditions 2012 document.			