Job capsule supplementary information	
Position	As & When Mobile Response Officer
Department/ location	Assist
Reports to	Callum Styles
Staffing responsibilities	None

Role purpose

Barnet Homes Assist undertakes the monitoring of the Assist community alarm service linked to older and vulnerable residents living in council housing, housing associations and the private sector. Among other services Assist provides Telecare and assistive technology installation, monitoring, maintenance and removal, key safe installation and staff cover for other registered social landlords.

The post holder will be mainly responsible to partake in standby rota to attend emergency call outs as and when the need requires including out of hours, bank holidays and weekends. The post holder occasionally may also be required to cover daytime shifts which will include the high quality installation, exchange, maintenance and collection of a wide range of standalone and Telecare devices, visiting service users to carry out planned welfare checks and update relevant information, emergency contacts and other professionals.

Main duties and responsibilities

- To liaise with service users, their emergency contacts and other professionals to confirm and arrange visits within the specified targets and in line with key performance indicators.
- To take responsibility for having an excellent working knowledge of all items of standalone and Telecare equipment used by the service including how to install, troubleshoot and remove (if appropriate) each device.
- To actively seek out and highlight any areas from your own performance that you feel could benefit from further development or refresher training.
- If and when required to carry out high quality installation of a wide range of standalone and Telecare devices.
- To adhere to health and safety requirements when installing, replacing or removing any item of equipment.
- If and when required to install any equipment to the highest standard, test/demonstrate that it is working and provide instructions on how to use each item.
- To arrange for faulty equipment to be repaired or exchanged as and when the need arises.
- If and when required to collect any equipment that is no longer required.
- If and when required to carry out planned preventative maintenance visits on items of equipment to ensure they are still working safely and as intended. To resolve or report back any faults encountered as appropriate to the situation.
- To ensure that any PPE equipment (ladders, drills, screws/nails, goggles, gloves etc) is present and in good working condition before attending any equipment related visit. To immediately make a senior member of staff aware of any issues encountered regarding PPE equipment.
- To ensure that vehicles used for work are roadworthy, fulfil all legal requirements and are in good working condition.
- To maintain a first-aid box, rubber gloves and any other PPE items together with other work-related equipment located in your vehicle.

- To take responsibility for safeguarding your own wellbeing and safety by following lone worker monitoring procedures.
- To act as an ambassador for Barnet Homes by being respectful of a wide range of diverse cultures and backgrounds and acting appropriately to each situation (especially when entering service users' homes).
- To ensure that any paperwork required for a visit is completed and appropriate copies are left with the service users or a designated individual.
- To ensure that any new information is updated onto both the hard and soft copy of the service user record.
- To adhere to strict targets and respond swiftly to emergency situations that may arise during the working day, liaising with the Assist control centre to ensure the best possible service and outcome for the client.
- To work on a rolling stand-by rota standby rota to attend call outs as and when the need requires including out of hours, bank holidays and weekends. Keeping in close contact with the Assist control centre when dealing with a range of emergencies, welfare checks and providing access to emergency services.
- To adhere to first aid and health and safety instructions, especially whilst giving lifesaving aid. To use any assistive equipment including first aid kits, PPE and lifting equipment as appropriate when responding to each unique situation.
- To take responsibility for service users' keys and key safe codes in your possession and to comply with the procedures laid down for their use and security.
- As instructed by the social landlord to carry out basic tests for group system emergency alarm equipment and report faults to the relevant department or service provider.
- To proactively gather additional relevant information on our service users and record any changes in the service users' hard and soft files.
- When visiting service users, to report any concerns about their health, well being or any safeguarding issues to a Senior Mobile Response Officer calling upon other agencies if necessary to support the individual.
- To work as a member of the team of Mobile Response Officers to ensure that the service is fully covered even in the absence of other team members.
- As and when required to carry out a planned resident visiting service in the event of the regular scheme manager's absence from the site.
- When carrying out a planned visit to residents to adhere to any rules, procedures and regulations of the registered social landlord when carrying out a planned visit (as long as not contrary to Barnet Homes procedures and policies). This could include but is not limited too - helping residents report repairs, highlighting a range of social/rental/other issues and signposting to relevant departments, raising safeguarding or environmental concerns. This would not include providing what Barnet Homes would regard as personal care.
- To contribute to performance monitoring of the service by maintaining standards as set down by Barnet Homes' performance indicators.
- To keep an accurate diary of daily work carried out and actions taken in relation to service users, together with mileage information and call out records.
- To perform other duties which are within the scope of the job as may be required by the line manager.

General Obligations

- To answer telephones and deal with calls in a professional manner ensuring that the most appropriate course of action is taken for the individual caller.
- To act as an effective link between Assist and service users and/or other agencies.
- To use a range of modern technology to meet customer needs at every stage.
- To produce standard emails and collect information using available IT packages.
- To check emails on a daily basis and file all emails/correspondence appropriately.
- To contact promptly and liaise with service users, their emergency contacts and other professionals as fitting in emergency and non-emergency situations.
- To maintain all emergency numbers and records required for the operation of the service.

- To keep all relevant contact information for colleagues and agencies on your work phone to enable a smooth service whilst out of the office.
- To attend team meetings regularly and contribute ideas for the benefit and development of the service.
- To attend training programmes identified and discussed as part of your personal development by your line manager.
- To highlight to your line manager potential improvements to existing services, products and procedures.
- To comply with the Health and Safety at Work Act, Data Protection requirements and other statutory instruments and departmental procedures.
- To follow Equalities procedures and practices in order to ensure that unfair discrimination is eliminated.
- To identify and respond appropriately to the full range of diverse needs of our vulnerable customers e.g. translation and customers with sensory, physical or mental impairment.

Performance management

Ensure that performance targets are met and a culture of performance management, customer care, value for money and resident / service users' empowerment is embedded across the Group

Flexibility

Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.

Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public in premises or sites controlled by The Barnet Group in accordance with safety legislation and The Barnet Group safety policy.

The Barnet Group's commitment

Deliver The Barnet Group's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services The Barnet Group delivers.

Promote and demonstrate commitment to a culture of safeguarding children, young people, and vulnerable adults.

Person Specification

Job title: As & When Mobile Response Officer

Education, Qualifications, Memberships

Essential:

- Up to GCSE-level or equivalent relevant qualifications/work experience.
- Good literacy skills to read and write emails/general correspondence.
- Good numeracy skills.
- Willingness to undertake training appropriate to the post.

Desirable:

- A current first aid certificate.

Experience

Essential:

- Proven track record of working with vulnerable people.
- Sufficient experience to provide an understanding of the pressure and sensitivity needed to provide support to vulnerable people.
- Experience using IT systems.
- Experience meeting targets.
- Experience working within a high pressure environment.
- Experience understanding the need to respect an individual's rights (including the right to take risks) to privacy, dignity, self-esteem and the promotion of independence within their own home.

Desirable:

- Experience working with Telecare/Assistive equipment or similar.
- Experience working with registered social landlords.

Skills and Knowledge

Essential:

- Knowledge of Data Protection Act and an understanding of the need for confidentiality.
- A practical understanding of the importance of health and safety when ensuring safe ways of working and personal safety (particularly when working alone in clients homes).
- Good IT skills (especially in Microsoft applications).
- An ability to analyse data, information and problems within a general framework of procedures.
- The ability to use own initiative within a general framework of procedures.
- An ability to liaise and communicate effectively with a wide variety of individuals and agencies, both verbally and in writing.
- An ability to act with tact and sensitivity at all times even whilst under pressure.
- An ability to manage difficult and confrontational situations.
- The ability to liaise with colleagues and other staff.
- The ability to work within a general framework of procedures to present information in an easily understandable way appropriate to a variety of audiences.
- The ability to treat confidential information with sensitivity.
- The ability to adhere to procedures and assess the information available to ensure appropriate use.
- The ability to prioritise a workload, ensuring that the most urgent tasks or enquiries are dealt with appropriately.

- The ability to take ownership and responsibility for own performance and to understand the 'golden thread' (the link between business objectives and individual performance).
- Work effectively in different contexts and situations, changing own approach in line with a changing environment.
- Takes action to suggest improvements to processes and systems.
- A commitment to understanding, respecting and valuing others and responding to their unique needs.

Desirable:

- Proven skills working with Telecare equipment from some or all of the following list: Tynetec, Caretech, Chubb, Tunstall, Easylink, Possum.
- Proven skills installing Telecare/assistive equipment and of using PPE, drills, ladders etc.

Special Requirements

Essential:

- A full, clean driving licence.
- Access to a vehicle to be used on a day to day basis when transporting a range of assistive and PPE equipment as well as to be used when partaking in the standby rota. Ability to work out of hours on a rota basis.
- Willingness to work flexible hours and partake in an out of hours standby rota.
- When on duty during working hours or on standby to be able to attend any address within the designated working area within 30 minutes.
- Satisfactory Enhanced Disclosure & Barring Service check (previously CRB).

Values	Behaviour Indicators
• Show respect	• Treat other people as you wish to be treated yourself
• Find solutions	• Think outside the box, and be innovative
• Make a difference	• Go the extra mile to show your customers you really care
• Be person-centred	• Treat everyone you meet as an individual, and remember, one size does not fit all