

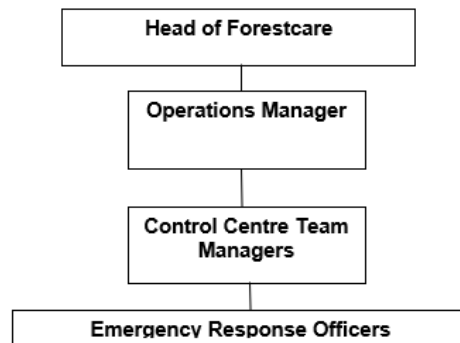
**JOB DESCRIPTION**

|                     |                                     |                    |                                     |
|---------------------|-------------------------------------|--------------------|-------------------------------------|
| <b>Job Title:</b>   | Emergency Response Officer (Relief) |                    |                                     |
| <b>Directorate:</b> | People                              | <b>Salary:</b>     | FTE £25,878 - £31,099 +<br>LWA £663 |
| <b>Section:</b>     | Forestcare                          | <b>Grade:</b>      | BG-H SCP 15-24                      |
| <b>Location:</b>    | Waterside Park                      | <b>Work Style:</b> | Fixed                               |

**Key Objectives of the role**

- Monitoring community lifeline alarms and residents' alarms in sheltered accommodation. Monitoring lone worker alarms in the community.
- The contact point for Bracknell Council and partner agencies emergencies outside normal office hours.
- Respond to emergency homecare requests and provide personal care and assistance in individuals own homes.

**Designation of post and position within departmental structure**



**Daily and monthly responsibilities**

**Assist with Control room tasks. To include:**

- Answer a variety of calls at the Control Centre including alarm calls and log details on the appropriate system.
- To deal with telephone calls in a polite, sensitive, and professional manner, respecting confidentiality and with an awareness of adult Safeguarding
- To action calls and resolve them to satisfaction of client and with minimal supervision.
- Assist with clerical and administrative duties.

**Care and Support**

- Respond to person centred plans and, therefore, the needs and wishes of the individual which support personal comfort, dignity and well-being.

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- Empowering and promoting and enabling personal development.
  - Reflect and include individual risk management strategies.
  - Enable and support maximum involvement of the individual in all aspects of decision-making in relation to their own life.
  - To remain available throughout the night, for any individuals needing assistance.

Implement the Policies and Procedures of the Department and of the individual Services/Teams. To include:

- provision of personal care
- risk management
- record keeping
- person-centred approaches
- safe manual handling
- cleaning duties and checks

### **Team Working**

Ensure good communications within the whole Forestcare service so that the service to individuals is coordinated and safe. This includes completion of relevant paperwork and records.

### **Liaison**

Liaise with families and care providers in relation to the needs and wishes of the individual and in ways which comply with the requirements of appropriate confidentiality and individual choice.

### **Personal Development**

Participate in all appropriate internal/external training as identified through the supervision and appraisal system and utilise the skills and knowledge gained to improve services to individuals.

### **General**

Be aware of the requirements of services under Community Care legislation and Government requirements, in particular Valuing People and contribute positively to identify service development needs.

Be flexible in working patterns and be prepared to undertake any duties which are compatible with the nature of the post.

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## **Scope of role**

To be aware that the support offered via Forestcare is scrutinised by the Care Quality Commission. As such, individual support staff has a crucial role to play in demonstrating empowering, flexible approaches to supporting the most vulnerable individuals in the community.

All employees working with vulnerable adults have a responsibility for safeguarding and promoting their welfare.

There is no supervisory responsibility, but Officers are expected to be able to carry out their duties with minimal supervision.

The service is provided 24 hours, every day of the year which means the post holder will be required to work different agreed hours with line manager

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All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

Commitment to the Council's Equal Opportunities policy always

Commitment to working within the bounds of the Data Protection Act and GDPR legislation always

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***Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.***

## PERSON SPECIFICATION

| KEY CRITERIA  | ESSENTIAL   | DESIRABLE   |
|---|---|---|
| <b>Skills and qualifications</b>  | <p>Good standard of literacy and numeracy to include a good level of spoken English.</p> <p>Experience or knowledge of individuals with support needs.</p>  | <p>English &amp; Mathematics GCSE (or equivalent) C Grade or above.</p> <p>Qualification in care</p>  |
| <b>Competence Summary</b><br>(Knowledge, abilities, skills, experience) | <p>Previous experience of carrying out personal care ideally within a community setting.</p> <p>Good verbal and written communication skills.</p> <p>Skills to write clear and accurate reports as required for individuals.</p> <p>Ability to work with a range of individuals from a variety of backgrounds.</p> <p>A commitment to the principles of respect, independence, choice and inclusion and an understanding of the practical implications of this.</p> <p>Willingness and ability to undertake work related training and utilise new skills and knowledge to enable improved support.</p> <p>Understanding of and commitment to the requirements of safeguarding vulnerable adults.</p> <p>Ability to communicate clearly.</p> <p>Ability to apply initiative within work.</p> <p>Practical common sense and an awareness of the needs of individuals within the community.</p> <p>Must hold a full UK driving licence</p> | <p>Experience and understanding of working with vulnerable members of the community in an empathetic manner.</p> <p>Understanding of Social Care legislation.</p> <p>Knowledge of services available in the community</p> |
| <b>Work-related Personal Requirements</b>                               | <p>Ability to relate to and empathise with vulnerable individuals.</p> <p>Good interpersonal skills.</p> <p>Able to cope in difficult demanding situations.</p> <p>Flexible but consistent approach.</p>  | <p>Experience in community alarms or switchboards.</p> <p>Experience in local government or voluntary agency.</p> <p>Experience in community-based care.</p>  |

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Ability to liaise professionally with families and other agencies.

Receptive to new ideas and able to accept changes.

Motivated and able to use initiative.

Trustworthy and reliable.

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**Other Work Requirements**

Committed to Safeguarding of the welfare of vulnerable adults and able to work within the policies and guidelines of Services and BFC.

Remain alert to the needs of customers and the service throughout the whole of the working shift.

Good general health and physical ability to undertake safe moving and handling practices.

A satisfactory enhanced Disclosure and Barring Service Check.

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**All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**

