

# Job Description

## LifeLine Adviser (Nights)



<b>Directorate:</b>	Operations
<b>Team:</b>	LifeLine
<b>Role Type:</b>	Fixed
<b>Reports to:</b>	LifeLine Night Shift Leader
<b>Direct Reports:</b>	n/a
<b>Overall Job purpose:</b>	
<p>To provide high standards of customer service to a wide range of customers by actively listening to and understanding the details of each contact, assessing and processing customer contact telephone calls for an emergency response, in line with individual customer contractual requirements. Assessing the calls for repairs for external customers under contract as cost effectively and efficiently as possible and to an agreed time frame.</p>	
<b>Core responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Respond to all emergency alarm calls to the Lifeline Centre, prioritising and taking appropriate action to ensure the welfare of vulnerable and often elderly customers are maintained. Accountability for the appropriate action taken for each emergency alarm activation.</li> <li>• To meet set targets and standards for the service, including timescales for answering telephone calls in line with both the specific organisations' and TSA regulatory requirements.</li> <li>• To advise customers of their repairs-related responsibilities depending on the contract requirements, ensuring that customer expectations are managed appropriately.</li> <li>• Assess and prioritise out of hours housing repairs, liaising directly with contractors on repair resolution and taking immediate action for emergency repairs.</li> <li>• Deliver to the different requirements of the corporate contracts including the Social Services Emergency Duty Team for Adults and Children's Services. Where appropriate make a referral to the Duty Social Worker to action. Safeguarding issues to be reported to the Safeguarding Team.</li> <li>• To manage Cross Keys Homes out of hour's emergency service, responding to repairs and housing needs. This includes finding suitable accommodation for families in the event that their home is not available.</li> </ul>	

- Respond to lone worker calls by assessing the situation and determining what action should be taken to ensure the safety of the employees.
- Making 999 calls when emergency services are required to deliver appropriate medical and emergency support. Liaising and notifying with relatives, carers, next of kin, internal & external agencies as appropriate (often in very emotional, stressful and delicate situations).
- Attend as responder to customer's properties when necessary, providing appropriate support and applying risk assessment protocols in accordance with Lone working policies and procedures.
- Promoting and selling the LifeLine service to prospective clients including the demonstration and installation of equipment as required. Where appropriate, identify additional Telecare needs and match technology to individual circumstances.
- Complete daily check calls to vulnerable clients to include birthday calls, vulnerable client welfare checks and equipment testing.
- Adhere at all times to data protection and client confidentiality (data held of over 12,500 customers).

#### Key Relationships

- Liaison with Social Services as the Emergency Duty Team out of hours call service across Peterborough and Cambridgeshire (dealing with sensitive and often potentially emotional information).
- To work in partnership with external, contracted customers and contractors to arrange out of hours repairs.
- To respond to customer requests for assistance or advice, including their family, friends and support workers who make requests on their behalf.
- Reporting of Anti-social Behaviour for Cross Keys Homes and other defined housing providers.
- To liaise with other teams within Cross Keys Homes as necessary to obtain all relevant information.
- To liaise with external agencies including the police, fire service, ambulance service, health professionals, support workers and local authorities as needed.

#### Dimensions:

- Service delivery including shift patterns between 7am and 10pm, night service from 10pm to 7.00am, 365 days a year, including weekend and bank holidays.

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- Accountable for taking appropriate action in each and every emergency situation that presents, to ensure the health and welfare of our customers. Organise and dispatch the correct help. Emphasize and reassure the customer of the help that has been organised.
- Act as a sole responder to customer's in their homes across Peterborough (who receive this service).
- Manage information in response to out of hours Social Services Emergency Duty Team calls for Peterborough and Cambridgeshire, following protocol to safeguard the welfare and safety of adults and children.
- Having an understanding of the diverse telecare equipment available, the benefits of the equipment and the different processes for each piece of equipment which will activate alarms to LifeLine and require action.
- Evaluation of out of hours repair information as presented by the customer to identify if emergency repair response is required and taking action accordingly.
- Responsible for handling lone working emergency calls and taking immediate action to ensure employees safety.
- Alarm activations from 12,500 connections across Peterborough and other Counties with additional calls received from the out of hour's repairs and Social Services Emergency Duty Team.
- Requirement for both office working and field based activities (responder service).

#### Additional information:

- DBS – ENHANCED
- Flexible working may on occasion require aspects of the work to be completed outside of contracted hours to respond to the needs of a 24/7 operation.

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

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## Person specification

Requirements	Essential Criteria	Desirable Criteria
<p><b>Knowledge and experience</b></p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> <li>• Experience of working within a busy, customer-focused environment, a call centre or community alarm service.</li> <li>• A working knowledge of a call handling system.</li> <li>• Highly adept at being able to understand, remember and operate to a number of different contract requirements, depending on which customer is contacting CKH at any one time.</li> <li>• Ability to juggle a number of tasks at one time including speaking to customers and updating systems based on information being collated, at the same time to high standards of accuracy and speed.</li> <li>• Knowledge of CKH repairs service processes.</li> <li>• Experience of interacting with a whole range of customers in a warm and engaging way in order to gather information to</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the telecare/ telehealth industry.</li> <li>• Experience of liaising with external agencies and services.</li> <li>• Knowledge of scheduling systems</li> </ul>

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	<p>resolve their emergency as efficiently and effectively as possible.</p> <ul style="list-style-type: none"> <li>• Experience of applying sound judgement to resolve customer queries.</li> <li>• A good understanding of confidentiality, data protection and security of client data.</li> <li>• An understanding of the needs of vulnerable people and clients and available support services.</li> <li>• Experience of working with older people and/or clients with special needs.</li> </ul>	
<p><b>Skills and abilities</b></p> <p><i>Describe the skills and abilities required to do the job effectively</i></p>	<ul style="list-style-type: none"> <li>• High standard of written and oral communication particularly with the ability to communicate clearly and with empathy, with clients who may be in crisis or have special needs.</li> <li>• Confident and able to deal with difficult situations or customers in a polite, calm/diffusing way.</li> <li>• Strong administrative skills; accurate and speed with high standard of attention to detail.</li> <li>• Intermediate level understanding and</li> </ul>	

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	<p>competence of Microsoft applications and databases (Word, Excel and Outlook).</p> <ul style="list-style-type: none"> <li>• Ability to use Language Line in order to provide translation when needed.</li> <li>• Ability to work effectively on your own; as a team member and with colleagues, across agencies.</li> <li>• Able to work flexibly to meet the different circumstances and challenges.</li> <li>• Willing to adapt style of client engagement following feedback from line managers.</li> </ul>	
<p><b>Personal behaviours and style</b></p> <p>We look for people who are committed to and demonstrate our core values of:</p> <ul style="list-style-type: none"> <li>• <b>Action:</b> Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i></li> <li>• <b>Commitment:</b> Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i></li> <li>• <b>Excellence:</b> Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i></li> <li>• <b>Integrity:</b> Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i></li> <li>• <b>Teamwork:</b> Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i></li> </ul>		

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<p><b>Qualifications</b></p> <p><i>Please state the level of education and professional qualifications and/or specific occupational training required</i></p>	<ul style="list-style-type: none"> <li>English and Maths to grade A-C GCSE (or equivalent)</li> </ul>	
<p><b>Additional requirements</b></p> <p><i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i></p>	<ul style="list-style-type: none"> <li>Required to work shift patterns including bank holidays and weekends.</li> <li>Required to provide stand-by cover at short notice in the event of sickness, leave or other absences from colleagues. (requirements may include cover 24/7 365 days a year)</li> <li>Maintain a full, current driving licence</li> </ul>	

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