

Job Description and Person Specification Profile – Community Response Worker

COMMUNITY RESPONSE WORKER

Team:	Community Response Service
Service:	Adults, Operations
Salary & Grade/Band/Pay Range:	Grade E
Job ID:	J10
Professional Grade Category:	N/A
Responsible to:	Service Coordinator
Contract Basis:	Casual
Hours Per Week:	As needed
Working Pattern:	Fixed rota over 7 days
Location:	Dukinfield Town Hall
Probationary Period:	N/A
Criminal records Check required:	Yes
Politically Restricted Post:	No

What's the post, and what are we looking for?

This role will support the provision of a 24-hour, 365-day monitoring and response service to vulnerable people to enable them to live independently. Working as part of a team under the direction of the Service Coordinators.

Main Duties and Responsibilities include:

This list is not exhaustive, and is an indicator of the key duties and responsibilities that the post holder will have, as opposed to a task list.

- Working closely with vulnerable people in ways that promote independence, to improve existing skills and to acquire new ones and maintain dignity.
- To provide help in line with the Council's Equal Opportunities Policy and to recognise the needs and aspirations both of the people requiring help and their carer(s).
- Carrying out personal and practical care tasks in line with Health and Safety requirements including the use of technical lifting equipment and other aids.
- Responding to emergency calls and assisting vulnerable people where required.
- To assess the urgency of the situation and respond appropriately – contacting relevant agencies as dictated by the situation.
- To liaise with control operators, clients, relatives, Social Care & Health, Health and other agencies to ensure effective service deliveries.
- To record and report activity and appropriately in line with statutory and departmental responsibilities.
- Working with vulnerable people in settings other than their own homes when required.
- To remain constantly familiar with the location of all alarm stations and to keep up to date with all new equipment used within the Service.
- Taking part and contributing to reviews as and when appropriate.
- Ensuring the safety and security of the vulnerable person and their property.

- To follow up procedures relating to the safekeeping of Council vehicles and property, including carrying out routine checks, oil/water/tyre, and following the schedules for servicing and maintaining vehicles.
- Assisting vulnerable people in taking/using medication.
- To undertake the installation and de-installation of alarm units, pendants, Telecare & Telehealth equipment and to carry out the testing of equipment.
- To ensure that all clients are familiar with the operation of equipment used in providing the service, where appropriate.
- Community Response Workers are required to remain in radio contact with control at all times whilst on duty.
- Be familiar with the Lone Working Procedure, and ensure that you are in regular contact with the Emergency Control Room for your own safety.
- Each Community Response Worker will accept responsibility for and undertake all aspects of the Community Response Services, where appropriate, and follow procedures and guidelines.
- To be prepared to alter shifts as required to provide cover for other workers who may be absent, e.g. sickness, holidays, leave, training.
- Attend staff meetings to discuss the operation of the service outside normal shift hours, if necessary.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may be required to carry out any other duties appropriate to the grading of the post.

About you

Your essential skills, knowledge and experience

- Experience of working in a care setting or having undertaken a caring role
- Commitment to training in all required areas
- Experience of providing detailed record keeping
- Ability to respond calmly to emergencies
- Common sense approach to problems
- Ability to write clear, accurate reports
- Proven ability to cope with stressful situations in an unsupervised environment
- Ability to prioritise
- Good telephone manner
- Well organised/systematic
- Understand the importance of confidentiality
- Understanding and commitment to Anti-Discriminatory Practice
- Prepared to work flexible hours
- Current clean driving license
- Understanding and commitment to ADP
- Good health/work attendance record
- The ability to converse at ease with service users/customers and provide advice in accurate spoken English.

If you have the following experience or qualifications – then that's great!

- 3 GCSE grade C or above/4-9 including English and Maths or equivalent.
- First Aid Certificate
- NVQ Level 2
- Ability to read and understand an A to Z
- Experience of Therapeutic Handling
- Knowledge of lifting equipment (hoist)
- Good knowledge of community services and an appreciation of Local Government Working.
- Experience in working as part of a team
- Experience of liaising with relatives, statutory/voluntary bodies etc.

Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

SUPPORT

We work in a supportive environment and actively encourage supporting each other to bring about innovation, improvement and sustainability. Good health and wellbeing is important to all of us.

TRUST

Trust is placed in us and we have trust in those that lead us. We feel empowered to support our residents and communities.

RESPECT

We relate to others in ways that we want others to understand and relate to us. The behaviour that we model sets what we expect.

INTEGRITY

We conduct ourselves and our services with honesty and fairness, modelling strong ethical and moral principles to ensure outcome driven results for our residents and communities.

VALUE DIVERSITY

We are all recognised for our diversity, , commitment, skills and achievements and will challenge inequalities.

ENGAGE

We experience consistency in our everyday work; by being involved and having good quality and timely communication across the whole organisation. Our leaders are accessible and open to discussion.

As well as making a difference to your community and working for one of the highest performing organisation’s in the country, here are some other reasons we think you should consider a career with us:

You will have an **induction** that will help you to understand what to expect once you start, how the organisation works and how your post contributes towards the Corporate Plan 'Our People Our Place Our Plan' aims and aspirations for the area.

The plan is structured by life course – Starting Well, Living Well and Ageing Well, underpinned by the idea of ensuring that Tameside is a Great Place, and has a Vibrant Economy. Tameside has a genuine **commitment to equality of opportunity** for its employees and citizens.

A comprehensive **workforce development programme**, leadership development programme, as well as an aspiring manager programme.

Up to 30 days leave per year depending on pay grade/band, in addition to statutory bank holidays. We also operate a **Holiday Purchase scheme**.

The commitment to improving the **work-life balance of employees** with a number of supportive procedures promoting, various types of flexible working. Along with, many family friendly policies in place, including generous schemes covering maternity, paternity, shared parental and adoption leave.

Tameside Council employees can join the **Local Government Pension Scheme (LGPS)**. More information about GMPF and LGPS pensions can be found at www.gmpf.org.uk. Teachers can join the **Teachers' Pension Scheme**. More information on this scheme can be found by visiting www.teacherspensions.co.uk.

Tameside offers a range of salary sacrifice schemes, plus a number of other **staff benefits** including discounts at local shops, restaurants, health and fitness clubs and much more.