

WORTHING HOMES JOB DESCRIPTION

PERSONAL RESPONDER

Role: Personal Responder	Date: 10.08.10
Reports to: Supported Living Co-ordinator	Location: Davison House

Main Purpose

To provide a response service to RedAssure customers and a response and proactive service to supported tenants.

Position (level) in Organisation

Operational/Administrative

List of main tasks

Main duties and responsibilities

1. Strategic: None

2. Operational/Administrative

- a) To provide an immediate personal response to calls received via the emergency call system which indicate the need for a personal visit; accessing the customers home via the key safe or after retrieving a held key and where necessary summon the appropriate service.
- b) To give emergency help and general assistance (but not nursing care or administering medication) pending the arrival of help from other sources.
- c) If a personal visit is not required to ensure that the customer receives appropriate alternative help.
- d) To advise customers of all services and facilities available to them and assist those in obtaining medical, domestic or social help when required.
- e) To ensure that personal safety is protected and all lone working and other procedures are adhered to.
- f) To provide first aid not exceeding the level for which recorded training has been undertaken.
- g) To deal with minor telecare repairs, i.e. replace batteries.
- h) To ensure line manager and colleagues are fully briefed when shift changes occur.
- i) After leaving a customer report details of your actions to the control centre and on arriving home to advise the control centre of your safe arrival.
- j) To cover Scheme Manager duties according to the rota and according to the support service level agreement..
- k) To support floating support clients in the community as instructed recording the outcome of visits on the appropriate system.

- l) To report to your line manager any problems arising in connection with your duties.
 - m) To report all defects and repairs promptly to the appropriate department liaising with contractors as required.
2. Finance and budgetary control
- a) To adhere to the companies standing orders and financial regulations.
3. Reports: None
4. Administrative responsibilities
- a) To record details of each call out on the appropriate call out form and ensure that the form is given to the appropriate person promptly as instructed.
 - b) To be responsible for the safe custody of any keys or master keys used to gain access to customers homes.
 - c) To collect all relevant data from customers telecare equipment ensuring all information is passed to the main office and where appropriate to the control centre.
 - d) When working at sheltered scheme, ensure all incidents are recorded and the actions taken are logged.
 - e) To notify the Supported Living Co-ordinator of any death or termination of tenancy. To liaise with the Coroners office and advise and support relatives.
 - f) To be aware of tenancy conditions and encourage tenants to adhere to these, reporting to the Supported Living Co-ordinator in cases of difficulty.
 - g) To maintain all Scheme tenants records and ensure the control centre are informed of any changes.
 - h) To liaise with management, colleagues and the control centre to ensure that adequate staff cover is in place at all times.
5. Other
- a) The post holder will be issued with a name badge and ID which should be worn at all times when dealing with members of the public
 - b) To provide high standards of customer care as laid down in the Company's customer care policy.
 - c) Because of the nature of the duties of this post, in the event of an application being successful, a disclosure from the Criminal Records Bureau (CRB) will be sought at Enhanced Level.
 - d) You may be asked to carry out other duties by the Care Manager of Worthing Homes as appropriate to this role. This may include the calling service, or installing telecare or key safes.
 - e) To maintain any equipment provided for the purpose of this role in a good working condition and fully charged where necessary. If a company vehicle is used to ensure that the vehicle is in a good working condition (i.e. lights work, tyres checked, fuelled).

This is a description of the job as it is presently constituted. It is the practice of line managers to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. It is line manager and the employee to aim to reach an agreement on changes, but if agreement is not possible, the company reserves the right to insist on changes to your job description, after consultation with you.

Signature _____
 Print Name _____

Date
 Date

Signature (Line Manager) _____
 Print Name _____

Date
 Date

This document was last updated 10.08.10