

JOB DESCRIPTION

JOB TITLE	Virtual Care Operator
REPORTING TO	Virtual Care Centre Shift Leader
RESPONSIBLE FOR/JOB PURPOSE	To provide the first point of contact service for individuals accessing support through Technology Enabled Care devices. To monitor the TEC platform and to determine and provide the appropriate response to meet people's individual needs. To ensure that all users of the TEC service are safe and feel supported in all aspects of daily living, so that physical, emotional and social needs are met in accordance with their support plans enabling people to dare to reach their goals and aspirations as independently as possible.
LOCATION	Widnes

DUTIES AND RESPONSIBILITIES

Purpose - To provide the first point of contact service for individuals accessing support through Technology Enabled Care devices. To monitor the TEC platform and to determine and provide the appropriate response to meet people's individual needs. To ensure that all users of the TEC service are safe and feel supported in all aspects of daily living, so that physical, emotional and social needs are met in accordance with their support plans enabling people to dare to reach their goals and aspirations as independently as possible.

Systems - To be a proficient and confident user of all TEC systems, to deliver the TEC support programme and contribute experience and feedback into the continual development and improvement of the service to positively impact.

Transformation - Delivering remote, life-enhancing support in line with the organisations technology enabled care strategy and service model, working within a team of operators and responders to monitor alerts and support requests to ensure that all the needs of the people we support are met within a comprehensive and robust framework.

Legal and Risk - To identify risks to customer service or safety, escalating any concerns to line manager. To contribute to the management and mitigation of these risks, through use of TEC or otherwise, to ensure the quality, efficiency, and compliance of all support activity including that delivered from a remote location to support the delivery of the best possible outcomes for individuals.

To ensure the health, safety, and wellbeing of self, colleagues, and people supported by following the appropriate policies and procedures and escalating any concerns, complaints, or poor practice.

Answer calls within agreed SLA times and ensure care records are updated accordingly after every interaction and following the agreed protocols to ensure the welfare of people using the service.

Quality and Compliance - To provide the best care and support possible, in accordance with a person's support needs, ensuring physical and mental wellbeing of each individual are given equal consideration.

Operational Excellence - Delivering remote care and support in line with co-produced plans, and establishing meaningful relationships with the people we support and their loved ones, to truly understand their needs, and ensure they feel engaged, involved and fulfilled.

Service Delivery - Responsible for the prioritisation of all alerts and notifications, working autonomously to provide proactive and reactive support, ensuring the appropriate escalation pathways are followed, in line with all regulatory guidance and governance, to ensure the best outcomes for the people we support.

KEY REQUIREMENTS

Qualifications

SVQ Level 3 Health and Social Care (Scotland) or Level 3 Diploma in Care (England)

Experience

- Experience of getting to know people individually and ensuring their needs are met in a way that is caring, kind and respectful.
- Understanding of person-centred support
- Proven track record of working in a health or social care setting
- Previous experience of working across multiple sites
- Previous experience of working with various client groups

Skills / Abilities

Demonstrating Personal Qualities – A Place I Belong/ Changing Lives - It's all about you...you'll have high level of self-awareness and enjoy developing new skills and abilities. Your values are important to you and aligned with ours – you work to a high standard and you will always do the right thing.

Working with People – Better Together - We work better when we work together – you will be a natural at developing relationships with others, working together as part of a team, and encouraging others to contribute. A people person, you will develop networks in your local community to enhance the lives of the people we support.

Leading/Managing Services – Purpose with Passion/ Changing Lives - You are passionate about enabling people to live the life they want to lead. You accept your own mistakes and learn from them, rather than blaming others. You set a good example to others by role-modelling our values.

Delivering Results/Improving Services – Dare to be the Best - We all have the power to make a difference...you actively seek out opinions from people who use the service, their families and carers to make improvements. You are not afraid to speak out when it really matters, when you can see something that's not right. You are always looking for opportunities to develop and improve yourself and new ways of doing things where you think something can be done better.

For more information about this role please contact:

Graeme Williamson (Head of Technology Enabled Care Project Assistive Technology)
Graeme.Williamson@c-i-c.co.uk

This Job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.

DATE PREPARED:	Thursday, 01 October 2020
PREPARED BY :	Suzanne Blakemore – Recruitment Systems Administrator