

JOB DESCRIPTION

JOB TITLE	Care Centre Responder
REPORTING TO	Regional Manager
RESPONSIBLE FOR/JOB PURPOSE	To respond to people's needs and proactively provide safe and positive support in all aspects of daily living, ensuring physical, emotional and social needs are met in accordance with their support plans so people dare to reach their goals and aspirations as independently as possible. Use technology to enable the people we support to have choice and control over how they choose to live their lives.
LOCATION	Liverpool (L13)

DUTIES AND RESPONSIBILITIES

External Relations - To engage with key stakeholders including people supported, their families, carers, colleagues, and other health professionals to actively contribute to review support arrangements to ensure excellent communication and positive outcomes for the people we support.

System - Supporting people we support to embrace technology as a part of their daily lives and support. Ensure open communication between people and their support team in order that support is available when people need and/or want it.

Transformation - Delivering remote and in person, life-enhancing support in line with the organisations technology enabled care strategy and service model, working within a team of 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 at the 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 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 - To work autonomously to deliver both proactive and reactive supports, keeping people safe and well and helping to develop their independence in accordance with all regulatory guidance and governance.

KEY REQUIREMENTS

Qualifications

SVQ Level 2 Health and Social Care (Scotland) or Level 2 Diploma in Care (England)

Requirements

- Full UK Driving Licence
- Must have access to a motor car

Experience

- Experience of leading teams and managing performance
- Proven track record of working in a health or social care setting
- Working with people supported who present behaviours that require intensive support planning and management to ensure their safety and quality of life at all times
- Working with MDT teams and participating in complex case reviews for people supported
- Experience of working independently
- Understanding of person-centered support
- Experience of working to CQC/CI regulations and inspection processes

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 .You will have an interest in technology and be confident in its use and implementation in providing positive support.

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're 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're not afraid to speak out when it really matters, when you can see something that's not right. You're 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