

# Isle of Wight Council

## Job Description



<b>Identifying Facts</b>	
Title of Post: Casual Wightcare Response Centre Operator	
Service area: Adult Social Care	Post No:
Section: Wightcare	Date: November 2021
Responsible to: Assistant Manager, Wightcare	

### Job Purpose

To provide an effective and responsive monitoring and emergency response service for the Community Alarm/Telecare Service, as an integral part of the services for elderly, disabled and vulnerable residents on the Island.

To provide a telephone answering service for outside agencies and to be the Isle of Wight Council's out of hours telephone answering service.

### Major Tasks

- To monitor, triage and offer the appropriate response to clients, for calls received through the Community Alarm System.
- To positively engage in training as and when required to enable this 24-hour emergency service to operate effectively.
- To deal with all clients in a caring and respectful manner especially those vulnerable people who may be ill and/or dying through the community alarm system or by telephone.
- Undertake administration work in the Response Centre, as directed by the Wightcare Management Team.
- Support with the maintenance of the Community Alarm system to ensure all data is up to date and accurate.

- To follow the standard operating procedures and in those instances where this is not possible, to document the reason in detail.
- To ensure all safeguarding concerns are highlighted and correct procedures are followed for reporting concerns.
- Be familiar with the range of services the Isle of Wight Council provides to deal with telephone calls out of hours.
- Be familiar with the range of services and equipment provided by Wightcare, to deal with enquires at the first point of contact.
- Working closely with partner agencies to ensure Island residents receive the right care, at the right time by the right people.
- To provide information and support to the Wightcare Management Team to ensure a consistent and high quality 24-hour service is provided.
- To take responsibility for ensuring you fully understand changes implemented and will actively seek support if necessary.
- To undertake such other duties as are appropriate to the status, purpose, responsibilities and level of the post.
- Attendance at team meetings and training sessions a requirement of this role.
- Work flexibly to suit the needs of the service, and be able to work overtime/additional shifts on occasions to cover for annual leave and sickness.

**Generic quality statement:** The Isle of Wight Council expects that its staff will adhere to its policies and procedures. All members of staff are expected to be familiar with procedures and undertake appropriate activities to support their learning and development.

**Safeguarding** - The Isle of Wight Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment practices.

**Diversity and Equality** - All employees are expected to treat others with dignity and respect.

**Health and Safety** - The Isle of Wight Council has a duty to protect employees and all employees have a duty to protect themselves and others from harm as far as is reasonably practicable.

**Data Protection and ICT Security** – All employees are required to ensure that any information or data collected or input in to a council system complies with the standards set out and any associated processes that are specific to an area of work.

*This job description is correct as at the date given above. In consultation with the post holder it is liable to variation by management to reflect or anticipate changes to the job. As a term of*

*employment, the post holder may be required to undertake other duties in this post or, following consultation, any other post in any of the Isle of Wight Council's Directorates.*