# Tameside Metropolitan Borough Council Adults, Operations, Community Operational Response Teams

# Community Response Worker

**Job Description**

## Post Objective(s)

To provide a 24 hour monitoring and response service to vulnerable people to enable them to live independently.

## Main Duties and Responsibilities

1. Working closely with vulnerable people in ways which promote independence, to improve existing skills and to acquire new ones and maintain dignity.
2. 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).
3. Carrying out personal and practical care tasks in line with Health and Safety requirements including the use of technical lifting equipment and other aids.
4. Responding to emergency calls and providing assistance to vulnerable people.
5. To assess the urgency of the situation and respond appropriately – contacting relevant agencies as dictated by the situation.
6. To liaise with control operators, clients, relatives, Social Care & Health, Health and other agencies to ensure effective service deliveries.
7. To record and report activity and appropriately in line with statutory and departmental responsibilities.
8. Working with vulnerable people in settings other than their own homes when required.
9. 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.
10. Taking part and contributing to reviews as and when appropriate.
11. Ensuring the safety and security of the vulnerable person and their property.
12. To follow up procedures relating to the safe keeping of Council vehicles and property, including carrying out routine checks, oil/water/tyre, and following the schedules for servicing and maintaining vehicles.
13. Assisting vulnerable people in taking/using medication.
14. To undertake the installation and de-installation of alarm units, pendants, Telecare & Telehealth equipment and to carry out the testing of equipment.
15. To ensure that all clients are familiar with the operation of equipment used in providing the service, where appropriate.
16. Emergency 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.
17. Each Community Emergency Response Worker will accept responsibility for and undertake all aspects of the Community Response Services, where appropriate, and follow procedures and guidelines.
18. To be prepared to alter shifts as required to provide cover for other workers who may be absent, e.g. sickness, holidays, leave, training.
19. Attend staff meetings to discuss the operation of the service outside normal shift hours, if necessary.

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# Community Response Worker

**Person Specification**

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| **Educational Standard/Qualification/Membership of Professional Institution (indicate grade)** | Experience of working in a caring setting or having undertaken a caring role | E |
| First Aid Certificate | D |
| NVQ Level 2 | D |
| Therapeutic Handling | D |
| Knowledge of lifting equipment (hoist) | D |
| Commitment to training in all areas | E |
| **Experience** | Detailed record keeping | E |
| Experience in working as part of a team | D |
| Liaising with relatives, statutory/voluntary bodies etc. | D |
| **Special Aptitudes** | Ability to respond calmly to emergencies | E |
| Common sense approach to problems | E |
| Ability to write clear, accurate reports | E |
| Proven ability to cope with stressful situations in an unsupervised environment | E |
| Ability to prioritise | E |
| **Social Skills/Disposition** | Good communication skills both verbal and written | E |
| Good telephone manner | E |
| Well organised/systematic | E |
| Understanding of the importance of confidentiality | E |
| Understanding of and commitment to Anti-Discriminatory Practice | E |
| **Other Requirements** | Prepared to work flexible hours | E |
| Able to participate in night standby rota | D |
| Current clean driving license | E |
| Ability to read and understand an A to Z | D |
| Understanding and commitment to ADP | E |
| Good health/work attendance record | E |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English | E |

**Key Information**

* **Essential Requirement (E)**Without which the candidate would be unable to carry out the duties of the post
* **Desirable Features (D)**This would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did now have the qualifications, training, experience etc.