Hanover (Scotland) Housing Association Ltd

Job Description		
Position:	Telecare Operator	
Department	Customer Services	
Reports to:	Telecare Senior Operator	
Band:	H	
Date:	27 May 2015	

Purpose of Job

To deliver an efficient and effective calls-handling service to the required standard, receiving calls and initiating appropriate responses and undertaking related administration.

Main duties and responsibilities

1 To operate the Telecare system in an effective and friendly way.

1.1 To receive and answer calls from residents, contractors, staff on developments and other internal and external bodies, prioritising where necessary.

1.2 To assess and identify the nature and reason for the call.

1.3 To reassure the caller.

1.4 To initiate appropriate action e.g. contacting emergency or medical services, keyholder or maintenance services in accordance with guidelines on confidentiality and security, ensuring situations are resolved to a satisfactory conclusion.

1.5 To initiate calls in order to check equipment.

2 To liaise with:

2.1 Staff on dispersed housing developments and elsewhere advising them and other staff as necessary of any emergency calls with action taken, and any equipment malfunctions which may affect them;

2.2 Housing Associations and Local Authorities regarding maintenance and other services required;

2.3 Emergency services, including doctors and social work departments.

3 To ensure manual and computerised records are updated.

3.1 To timeously update personal information for clients and residents on the computerised database.

3.2 To maintain and update general information on developments linked to Telecare.

3.3 To log and maintain accurate information on the equipment database.

4 To receive enquiries from individual members of the general public or social services and relay accurate information regarding service provision and related costs.

5 To provide clerical and word processing support as required.

6 To communicate any equipment malfunction or concerns relating to the system or residents to the Telecare Senior Operator or appropriate agency as deemed necessary.

7 To prepare programming and cleaning of equipment.

8 To ensure smooth handover and good communication between shifts where a Telecare Senior Operator is not on duty.

9 To assist and share knowledge and experience with colleagues as required.

10 To undertake any other duty delegated by the Telecare Senior Operator or Supervisor.

Working Relationships

The list below provides an outline of relationships:

Internal

- Telecare Operators, Supervisors and management;
- Asset Management Department staff in relation to any repair notification;
- Sheltered and Very Sheltered Housing Managers and other equivalent managers of services, staff at Area Offices;
- Staff of the Association's other departments.

External

- Residents, other individual clients and persons acting on their behalf;
- Contractors;
- Staff of emergency services;
- Staff of corporate clients;
- Staff from local responder services, care agencies and other organisations.

Job Context and Other Relevant Information:

The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.

- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.

- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed ……. Line Manager (if applicable)

Signed …….. Post holder

Person Specification

Job Title: Telecare Operator

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Criteria	Essential/ Desirable
1. Skills/Abilities/Knowledge *This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.*	
• Excellent interpersonal skills to ensure effective working relationships and accountability to customers	Essential
• Ability to handle calls in a calm, steady and sympathetic manner using good questioning skills to obtain critical information.	Essential
• Ability to work on own initiative and to make appropriate decisions on behalf of clients	Essential
• Ability to handle all calls (ranging from routine to emergency) observing official operating and performance standards at all times	Essential
• Competent user of standard Microsoft or equivalent applications and corporate databases	Essential
• Good administrative skills	Essential
• Basic skills in health and safety including identification and reporting of hazards and minimizing risks.	Essential
• Ability to empathise with and reassure callers	Essential
• Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail.	Essential

2. Experience *This section specifies the level and quality of experience required.*	
• One year's experience in a job demonstrating the personal skills listed at section 1 above.	Essential
• Understanding the needs of key client groups including vulnerable adults and lone workers	Desirable
• Calls handling or equivalent customer service experience	Desirable

3. Education/Qualifications *Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.*	
• Standard Grade Education or Equivalent	Essential

4. Other *This section specifies other factors which may be necessary.*	
• Standard Disclosure of criminal records applies.	

5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential

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