



Job Outline

DAHCS

Job Title	Community Responder	Post Number	
Responsible to	Responder Manager	ERYC Grade	Grade 3

Overall Purpose: To respond to the individual needs of vulnerable adults living in the community who have identified social care needs within a work pattern covering 24 hours, seven days a week 365 days a year. It will involve providing for the emotional and physical needs of a variety of client groups. This may include clients with physical needs, mental health problems, and learning disabilities, physically handicapped, terminally ill and acute or chronic illnesses.

Principal Accountabilities	
1	Attend emergency and non-emergency calls as directed by the Lifeline Control Centre. Attend customers in their own homes (or similar) to deliver immediate assistance and support
2	Alert, assist and support families, carers and other statutory voluntary or private agencies where appropriate to deal with any urgent needs to ensure the customer is supported
3	Fit and remove Lifeline equipment, check Lifeline equipment, report faults, replace batteries and maintenance of the main unit.
4	Complete annual updates to ensure that information held about customers is accurate and test Lifeline equipment.
5	Undertake Level 1 Falls Assessments identifying why the customer has fallen and what preventative measures can be taken to prevent further falls.
6	Deliver Practical Home Service (PHS) to support people returning home from hospital (or to prevent admission) by supporting with practical tasks such as Shopping or meal preparation and signposting to other agencies.

7	Complete relevant forms as appropriate, e.g. Customer updates, financial transaction forms, mileage and timesheets etc.
8	Cover housing schemes within the authority, as requested and take on the role of Welfare Support Worker when needed to assist.
9	Comply with Council policies and procedures concerning Health and Safety, confidentiality, equal opportunities, etc, at all times relating to any issues or concerns to a line manager.
10	To undertake other tasks and responsibilities as may be assigned which are commensurate with the grade of the role. Performances of other duties which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.
*	In your role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 77-84 of the Immigration Act 2016
	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



Employee Specification

Post Title: Community Responder

ERYC Grade: 3

Essential Criteria

Skills Development

- Full driving license. Need access to a vehicle.
- Able to Work with vulnerable people.
- An appreciation of issues effecting vulnerable people living in the community.
- Experience of working within a Community

Understands Customer

- Treats customers with respect
- Looks to improve efficiency/effectiveness of services to eligible customers
- Gives the customer confidence in what they have done/said

Communication

- An ability to fulfil all spoken aspects of the role with confidence through the medium of English.
- Demonstrates genuine concern
- Builds rapport
- Delivers information clearly

Delivers Outcomes

- Solves problems
- Is clear, thorough and accurate
- Works on own initiative

Values Collaboration

- Is a team player



- Acts with integrity and honesty
- Is non-judgemental

Maximises Performance

- Is resilient
- Empowers others
- Is organised

Transformational Change and Innovation

- Understands the need for change
- Embraces change and adopts a can do attitude

Maximises Use of Technology

- Appreciates the use of technology and how this can improve people's quality of life.
Open to learning new
- Open to learning new skills
- Able to use mobile phone

Desirable Criteria

Maximises Use of Technology

- Knowledge of current technology to enable customers to live independently.