



JOB DESCRIPTION

Job Title: Carelink Support Assistant

Grade: E

Responsible to: Housing Options & Customer Support

Manager

JOB PURPOSE

To provide a support service and 24 hour emergency response service to older/ vulnerable clients to enable them to live independently.

JOB OUTCOMES

1. To respond in person to emergency calls. On arrival at the property, to take appropriate action to deal with the emergency until it is resolved satisfactorily, including any necessary follow up action.
2. To complete support plans for all clients as required.
3. To ensure that customers understand and feel confident in their use of the equipment, including encouraging them to make test calls.
4. To explain and promote the service options to new customers including installation and demonstration of equipment.
5. To be familiar with the location of all properties on the service, and to carry out routine visits to customers as required.
6. To provide Care Link Plus services these include support services such as
 - light household tasks eg, changing bedding, changing lightbulbs
 - shopping for essentials,
 - preparing a simple meal,
 - being around while the client takes a bath or shower,
 - providing companionship,
 - Prompting for medication
7. To remain familiar with, and work within, the detailed procedure guidelines laid down for the operation of all services provided.
8. To liaise with the alarm monitoring provider, clients, relatives, social services and other agencies to ensure a comprehensive and effective service.

AVAILABILITY AND CONTINUITY

1. To work shifts on a rota basis.
2. To work regular night time shifts from and stand by duties including the return of company vehicles to the company base after shift/standby.

3. To be punctual for duty.
4. To ensure a smooth hand-over to the succeeding member of staff, including conveying all relevant information.
5. To be prepared to work additional shifts and stand bys to provide cover for other staff who may be absent due to sickness or leave or vacant posts.
6. To be available to attend all meetings when required.

CONFIDENTIALITY

1. To ensure that all information relating to Care Link customers is used within the terms of the Data Protection Act, and that confidentiality is maintained and guidelines for the release of information are followed.

EQUIPMENT

1. To follow all procedures relating to the use keys and key safes.
2. To follow all procedures relating to the safe keeping of Care Link vehicles, including carrying out routine checks to oil/ water/ tyres and following the schedules for servicing and maintaining of vehicles.
3. To follow procedures for routine testing and monitoring of fire alarms in sheltered housing schemes when required.

ADMINISTRATION AND RECORDS

1. To update client records as necessary using appropriate systems.
2. To record accurately details of all Care Link calls.
3. To undertake routine clerical and administrative work associated with Care Link eg filing, making telephone calls, photo-copying, keeping logs and registers up to date.

GENERAL

1. To help identify ways of continually improving the services provided, both within your team and across the organisation.
2. To effectively engage and involve customers in current and future service delivery
3. To help ensure equality of opportunity and encourage diversity.
4. Contribute to the development and delivery of Business Plans
5. To assist in the meeting of Key Performance Targets.

6. To assist in implementing the Company's health and safety policy by identifying work risks, reducing these and providing controls to ensure the safety of employees, customers, visitors and contractors
7. To support your manager in ensuring that strategic risks are identified and effectively managed.
8. To work within the requirements of the Company's Financial Regulations
9. To be flexible and willing to perform other tasks to meet the needs of the organisation and our customers.

High Peak Community Housing
July 2011.