

Responder

Team Reach & Respond	Salary £25,948
Team responsibility No line management responsibilities	Line manager Reach & Respond Team Leader
The job in a nutshell This role contributes to the Beyond Housing strategic goal to provide reliable, quality services. You will do this by providing a 24-hour response and support service to Beyond Housing and private customers in their own homes enabling safe and secure independent living. As a Responder, you're first on the scene, whether it's an emergency, a tricky situation, or just someone needing a helping hand. You'll assess, act, and make things right, all while staying cool under pressure. From updating customers records and completing essential admin tasks, to installing telecare equipment, for a seamless person-centred service, your role is important to the delivery of our key strategic aim to provide quality services to our customers.	

Duties and responsibilities

- Respond to emergency call outs received through the alarm receiving centre (ARC) and deal with such call outs in an appropriate manner.
- Assist/manoeuvre customers that may have fallen by using appropriate lifting equipment and techniques.
- Work closely with the Reach & Respond Team across all locations to ensure a good working relationship is maintained.
- Provide emergency first aid for customers, including where appropriate the use of an automated external defibrillator (AED).
- Accurately record data.
- Take a person-centred approach in supporting customers to identify needs and solutions, including referral and signposting to additional services.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
2	04.09.25	New JD template	

- Installation and testing of equipment.

The above is not an exhaustive list of duties, and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role

What you'll bring to the team/role

Skills, knowledge and experience

- Ability to be able to remain calm under pressure and be able to demonstrate empathy in stressful situations
- Ability to work on own initiative with the minimum of supervision, but also to be a good team player.
- Understanding and delivery of safeguarding
- Good at listening and understanding customer needs
- Ability to deal sensitively with customers of Beyond Housing and to uphold customer confidentiality
- Able to carry a responder bag/equipment at the approximate weight of up to 10kg

Competencies

- Customer focus - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- Working together and communication - Drives clear communication between teams, coaches others, and builds a culture of respect
- Takes ownership and delivers results - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery-focused culture
- Problem solving and continuous improvement – solves problems, drives improvements, engages in continuous improvement across teams
- Adaptable and flexible - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role-modelling flexibility
- Risk Based thinking - Proactively identifies and considers risks and opportunities, embeds risk-aware decision-making, coaches others in effective risk management, and strengthens organisational resilience

Qualifications

- A current full driving licence and access to a road worthy car with a current MOT and insurance for business use.
- NVQ level 2 or equivalent, including literacy and numeracy or relevant exempting experience

It's a bonus if you also bring

- Experience of working in a social care / care work background
- Experience of assisting /manoeuvring customers that may have fallen.

NB: if you have a disability, we may explore reasonable adjustments with you