

Job Description

Directorate I&SL	Grade C
Service Independent Living	Job evaluation number A3810
Reports to Team Leader (Monitoring Services)	Responsible for N/A

Job purpose and role

- To provide a 24-hour call handling service across a range of different services, contracts and service level agreements.
- To provide the highest quality customer service and experience to all customers
- To provide effective and efficient support to enable delivery of a high-quality Independent Living Service
- We all uphold and promote the following values through our everyday conduct. Below are our values – our way of life:
 - Considerate
 - Collaborative
 - Ambitious
 - Accountable
- This role will be based at Ennis Square, Redcar.

Main duties and key result areas

- Deliver a variety of call handling services including (but not restricted to):
 - Community alarm and telecare sensor alarm calls
 - Emergency OOH repairs – Beyond Housing and any other external contracts

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- Referrals into social care services (rapid)
- Lone working monitoring
- Engage and embrace change in a fast paced, ever improving customer focussed service.
- Delivering all call handling in line with ILS call handling standards framework ensuring person centred and professional service delivery at all times.
- Deliver each call handling service in line with operational policies, procedures and guidance, prioritising an effective and appropriate response which focuses on the health, safety and wellbeing of all customers.
- Work collaboratively with ILS Responders maintaining communication whenever an emergency response is required and ensuring clear, detailed and accurate records are maintained on relevant systems.
- Develop and maintain effective working relationships and liaise with divisional and other company staff, to achieve service aims and positive outcomes for customers.
- Achieve specified performance targets on an individual level and collaboratively as a team. Working in line with the TSA Quality Standards Framework, internal and contractual KPI's.
- Update and maintain all required recording and reporting systems for each call handling service.
- Support the co-ordination and implementation of new systems and procedures and improvements to working methods and practices by positively participating in the use of new technology as and when introduced.
- On a daily basis co-ordinate activity in relation to faults on ISL scheme and dispersed equipment, ensuring that corrective action is taken, initiating escalation and maintaining accurate records.
- Maintain daily check of customers who are temporary absent from their home (e.g hospital or in respite), involving the provision support upon returning home and signposting additional internal and external services.
- Responding to customer enquires received through alternative digital communication methods.
- Support activities and actions within the business continuity plan and reporting situations that may interrupt the service.
- Provide an accurate handover for the following shifts to ensure outstanding actions are completed.
- Take an active role in team meetings and project groups in ILS and across the company.
- Maintain knowledge of products and services to provide customers with accurate information and guidance.

- To be a brand ambassador for the ILS service area in helping promote and grow the service.
- Use a range of IT software on laptops, mobile devices and PC's to support service delivery
- Refer to relevant department where additional support needs/safeguarding concerns are identified through customer interactions.
- Assist and support customer sin using the technology to digital channel shift.
- Take customer payments to support and promote the rent first culture.
- Undertake administrative duties including and updating accurate customer data to records as required, so the most recent and accurate information is recorded

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

ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Undertake their duties with due regard to safeguarding our customers
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

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Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1		New role

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Excellent communication skills both verbal and written	E
	Good IT, keyboard and numeracy skills with a high level of accuracy and attention to detail	E
	Able to deal with challenging or difficult situations effectively and make sound decisions to deliver a positive outcome for the customer	E
	Organise and manage own workload, effectively prioritise calls at busier times whilst maintaining quality service delivery	E
	Able to work as part of a team or on own initiative with a pro-active approach to problem solving	E
	Ability to work under pressure in a calm and professional manner	E
Knowledge and experience	Knowledge of the purpose and benefits of Assistive Technology Services	E
	Knowledge of Microsoft Office packages	E
	Experience of delivering an excellent customer service	E
	Experience of providing contact centre and call handling services	D
	Experience of working in a performance based environment	E
Qualifications	Customer Service Recognised Qualification (i.e. NVQ Level 2 in Customer Service or equivalent)	D
	Good standard of education (NVQ level 2/GCSE's or equivalent) or relevant exempting experience	E
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E