

# Responder

<b>Team</b> Reach & Respond	<b>Salary</b> C
<b>Team responsibility</b> No People Management	<b>Line manager</b> Reach & Respond Team Leader
<b>The job in a nutshell</b> <p>You will provide 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.</p>	

<b>Duties and responsibilities</b> <ul style="list-style-type: none"> <li>Respond to emergency call outs received through the alarm receiving centre (ARC) and to deal with such call outs in an appropriate manner.</li> <li>Assist/manoeuvre customers that may have fallen by using appropriate lifting equipment and techniques.</li> <li>Work closely with the Reach &amp; Respond Team across all locations to ensure a good working relationship is maintained.</li> <li>Provide emergency first aid for customers, including where appropriate the use of an automated external defibrillator (AED).</li> <li>Accurately record data.</li> <li>Take a person-centred approach in supporting customers to identify needs and solutions, including referral and signposting to additional services.</li> <li>Installation and testing of equipment.</li> </ul>
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Version No	Revision Date	Reason for Revision	Job Evaluation Number
2	04.09.25	New JD template	

This is not an exhaustive list; it is a summary of the main duties to give a prospective new role holder a general idea of the role. Role holders will do any other duties and responsibilities that are reasonable and in line with the role salary.

## **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

### **Qualifications**

- A current full driving licence and access to a road worthy car with a current MOT and insurance for business use. If you have a disability we may discuss reasonable adjustments with you
- 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.