

JOB PROFILE

Job Title:	Careline Operator
Service Area:	Careline
Grade:	4
Reporting Manager:	Careline Team Leaders
Direct reports:	None

Job summary:

The Careline Operator's principal task is to handle emergency and non-emergency calls from a diverse range of vulnerable people to include those that have a disability, mental health condition, memory issues or challenging behaviours. These customers can be linked to the Careline via an alarm system, motion sensors or through GPS devices which can be activated when they feel they require help, be it medical reasons or reassurance. All routine and emergency calls must be dealt with showing a good level of empathy and patience, along with being respectful, compassionate and sympathetic bringing calls to a satisfactory conclusion as quickly and effectively as possible

Key responsibilities:

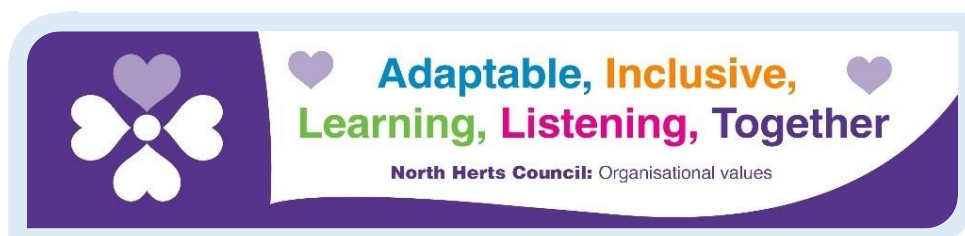
Answer Life Critical Emergency calls- To actively listen and question distressed callers, often making judgement decisions based on training and experience gained through the job as to what emergency service is required and informing them. This could be people on the floor to people threatening to take their own lives. This also includes monitoring of emergency situations for any developments which may need to be escalated.

Handle Fire and Smoke detector calls- Making a judgement decision within 30 seconds if the fire brigade is needed. Asking questions, listening, and advising what to do, often to vulnerable clients, with mobility, medical and memory issues. Liaising with colleagues to call statutory services whilst guidance given to those on site. Remaining on the call directing people on site to a place of safety and monitoring situation until emergency services arrive

Handle Routine alarm and phone calls calls- giving reassurance, confirming equipment working and welcoming clients to the service, as well as relaying, sometimes difficult information to family, clients and the emergency services, following GDPR regulations, as well as logging any complaints, comments or compliments.

Faulty equipment – diagnosing following guidelines and where possible rectification of equipment faults, as concisely as possible. If unable to rectify, logging faults on the system as per procedures and escalating more complex/involving issues to the appropriate department or authority.

Wellbeing calls – Acting on calls that indicates someone's health and wellbeing maybe deteriorating e.g., a change in sleeping pattern. Ringing clients, making judgement if they need further assistance e.g., calling family or doctor.



Out of Hours Repairs Calls- Take emergency and non-emergency calls from other local authorities or contractors where we handle their out of hours work. Triaging faulty equipment, search property databases, log faults with detailed and concise notes and action to be taken. Call appropriate engineers or escalation managers for emergencies as required.

Out of Hours emergency call taking- Be first line of contact out of hours, when dealing with any major emergencies from within the county, liaising with external teams and instigating the council's emergency plan. Provide advice and assistance from the general public out of hours, concerning services that are run by NHDC. Including but not exhaustive of Homeless, IT, Noise, public health concerns. This may involve receiving and passing of difficult information.

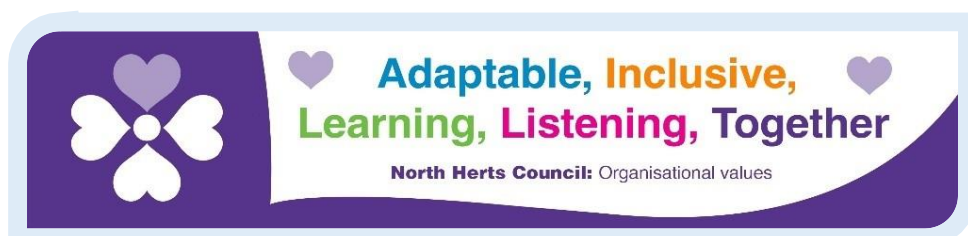
Administration duties- Responsible for inputting, updating, terminating, saving and attaching all clients records across the service. Responding and forwarding Careline emails out of hours and your own emails 24/7 in a timely manner. Data check records as required. To create and maintain authentic, timely and reliable records in relation to your duties. To take due care and attention when gathering, recording, and manipulating data and to have regard to guidance issued by the Council in connection with data management.

Keep up to date with technology used as well as procedural changes- Attend training where able or seek training to improve ability which may related to technology, new contracts, or changes in procedures. To ensure your knowledge meets the needs of understanding how the equipment and procedures work for the client and how it presents to the operator when activated.

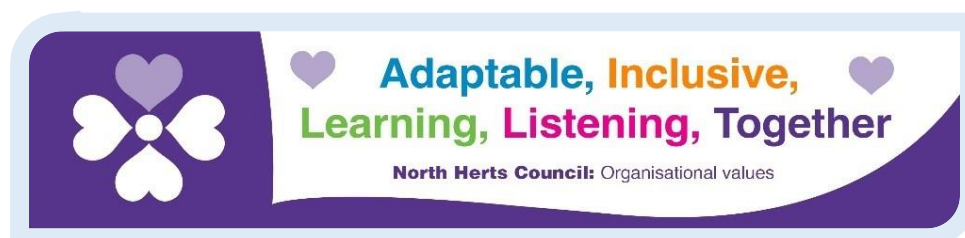
Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](http://north-herts.gov.uk)

Key Requirements:		Essential desirable
Qualifications:	Educated to GCSE standard or equivalent.	E
	Basic level certificates in Word and Excel.	D
Job related experience & knowledge:	Experience of remaining calm whilst dealing with stressful and sometimes confrontational situations.	E
	Experience of treating customers with respect, tolerance and compassion, being patient and understanding.	E
	Working knowledge of computer software, the ability to learn new systems and processes along with good level of data entry and accuracy	E
	Experience of dealing with queries over the telephone.	E
	Excellent keyboard skills and use of Microsoft Windows and Microsoft Office suite of programmes.	E
	Knowledge of call answering equipment and/or community alarms	D



	Experience in care work.	D
	Knowledge of Financial Regulations	D
<p>Skills & attributes required for the role:</p> <p>Planning & Organising Skills:</p> <p>Communication Skills:</p> <p>Problem Solving Skills & Accountability:</p>	<p>Experience of multi-tasking in stressful and emotional situations whilst still maintaining high standards of work.</p> <p>Experience of organising and prioritising own workload, often handling several emergency situations at once.</p> <p>Experience of analysing information and ability to respond positively and correctly when situations change unexpectedly.</p> <p>Ability to assess and continually review situations, taking into account all relevant factors and using sound judgement and discretion, act on own initiative when necessary and work with minimum supervision.</p> <p>Good communication, listening and questioning skills with anyone you encounter as part of the Careline or NHDC business.</p> <p>Experience of conversing in clear and simple language so you can easily be understood by other.</p> <p>Ability to assimilate information accurately, precis and record such information onto a computer system without changing the context.</p> <p>Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role</p> <p>Confidence to deal with Ambulance, Fire brigade, Police, Social services, GPs on daily basis</p> <p>Experience of communicating with elderly, disabled clients and those with mental health/learning difficulties</p> <p>Ability to make decisions, understand their reasoning and be accountable for their outcome.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>



	Ability to make risk assessments based on the information to hand and training provided	E
	Experience of identifying process or service weakness and the development options for their improvement	E
	Confident in conversing in fluent English which is sufficient to fulfil all aspects of the role.	E
Other:	Experience of working as a team	E
	Ability to maintain strict standards of confidentiality	E
	Flexible attitude to shifts- including night/evening and weekend working	E
	Minimum of 18 years of age (due to legal restrictions on night working)	E
	Self motivated	E
	Must be able to sit at workstation for long periods of time.	E
	Full Clean Driving Licence	
	Access to own vehicle which can be used for business use on a casual basis.	D
		D

Signed.....

Date.....

