

Northumberland County Council

JOB DESCRIPTION

Post Title:	Telecare SUPERVISOR	Director/Service		Office Use
Band:	6	Sector		JE ref: 3877
Responsible to: Line Manager		Date: April 2021	Supervisor Level:	HRMS ref:
Job Purpose: In a variety of care settings: Supervise, coordinate and assist is the supervision of staff, control room and operation of all community alarm systems within the control centre and service users' home. Assist the manager in their responsibilities.				
Resources	Staff	Supervise a shift, or team, of control room operators and mobile wardens		
	Finance	Some direct responsibility for financial resources, budget control, stock control and ordering.		
	Physical	Delegated shared responsibility for the site in line with established procedures, careful use of equipment, issuing stock and care of client belongings. Handling data		
	Clients	Shared responsibility for Service Users and their belongings		
Duties and key result areas: 1. Manage staff rotas, organise and allocate work for their self and others, supervise control room and mobile warden staff, co-ordinating the work of the team, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards. 2. Deal with contingencies and emergencies, in accordance with established guidelines, in the absence of senior staff. 3. Attend to the needs of service users and staff, maintaining a safe, hygienic and supportive environment, in accordance with the culture, standards and objectives of the service. Where necessary, develop and follow Risk Assessments. 4. Plan, implement and review action plans that are effective in meeting the needs of the service, liaising with management. 5. Act as link first point for contact in the complaint's procedure resolving low level complaints to achieve the best possible outcome 6. Work collaboratively with team colleagues to develop effective team practice and ensure continuity in accordance with service standards. 7. Prepare and deliver initiatives designed to enable and help service users to maintain dignity and independence in their home 8. Assist in the development and implementation of Telecare & Telehealth within Northumberland, participating in marketing and publicity events including the preparation of presentations training to customers in the public, private and voluntary organisations 9. Maintain standards in line with policies and procedures dealing with low level disciplinary issues continually looking to improve existing procedures 10. Maintain and manage appropriate records on all databases in accordance with procedures. 11. Participate in inter-disciplinary work and represent the service in an official capacity at meetings both within and outside the authority. 12. Contribute to recruitment, induction, act as mentor in the team setting, including student placements and, as a member of the management team, contribute to skills planning within the service. 13. Conduct individual supervision and performance appraisal sessions with nominated staff, in line with service KPI's and manage performance issues 14. Some direct responsibility for financial resources, budget control, stock control and ordering in excess of £1000 15. Be aware of and comply with relevant legislation. Work within the parameters of County Council/ Northumberland Care Trust Policies, Procedures and Guidance, CQC National Standards and Codes of Conduct. Ensure services are delivered in emergency situations. 16. Monitor financial claims, time-sheets, travel claims, petty expenditure and annual leave monitoring. 17. Take responsibility for key decision making Out of Hours and escalating issues appropriately to senior management to provide a Safe Service delivery. 18. Other duties appropriate to the nature, level and grade of the post.				

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:	Moving and handling service users in accordance with established procedures including lifting equipment
Transport requirements:	Able to meet the transport requirements of the post. .
Working patterns:	Able to meet requirements of service 24/7.
Working conditions:	Out of hour supervisory arrangements, call outs, On call responsibilities, where required. On occasions deal with abusive, aggressive and threatening behaviour that can place emotional demands on the post holder. Some exposure to disagreeable, unpleasant or hazardous: environmental working conditions or people related behaviour

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PERSON SPECIFICATION

POST: Telecare SUPERVISOR		SERVICE: Adult Services / Northumberland Telecare	Ref: 3877
Essential	Desirable		Assess by
Qualifications and Knowledge			
A good standard of general education and communication skills Analysing Data Knowledge of health and safety and assistive technology issues particularly as it relates to Older Person's services and other vulnerable groups. Knowledge of current issues and government initiatives in regard to best practice in housing, social care, Telecare & Assistive Technology Knowledge and Experience of working in a pressurised contact centre environment		Technical and/or specialist knowledge relevant to the client group. Expectation to improve Professional skills and experience. Knowledge of TSA accreditation standards Practical knowledge of Telecare & Telehealth equipment and services. Knowledge of the Council's Oracle system Knowledge of NHCT, SWIFT, HR, E learning, Systm One	
Experience			
Ability to supervise and develop a Team of Staff Ability to work as part of a Team Experience of dealing with the public by telephone and face to face Effective partnership working with partners and agencies in the public, private and voluntary sectors Performance Management of both staff and services provided Staff Management Proven experience in verbal and written communication Working in a customer facing environment / call centre Experience of developing and implementing policies and procedures to improve service efficiency. Experience of working with outside agencies, other healthcare professionals as well as fire and ambulance services. Experience of conducting staff supervision or appraisals.		Supervising staff and developing rotas. Ability to organise own work load and to effectively supervise work of others. Experience of working with older or disabled people in a care/support based occupation. Experience of working within a Telecare / Telehealth services Experience of using Tunstall PNC or similar monitoring system and its capabilities. Experience of using callview switchboard system or similar Experience of dealing with difficult staff during periods of change	
Skills and competencies			
Ability to form appropriate relationships quickly. Able to give clear direction and instruction to staff which requires them to exercise developed training, developmental, leadership or motivational skills in relation to other staff Able to write detailed clear instructions, case notes and reports which may be shared with a range of audiences including non-specialists Listens, consults others and communicates clearly. Conflict management skills Reliable and keeps good time. Excellent communication and interpersonal skills Ability to deal with emergencies in a calm and effective manner taking control of situation Good administrative / keyboard skills with ability to work across multiple platforms		Technical and/or specialist skills relevant to the client group. Systematic approach to problem solving	

<p>Clear understanding of the needs of older and vulnerable customers</p> <p>Ability to work with unplanned often emergency situations e.g. falls, accidents and sudden events.</p> <p>Ability to deal confidently with people in distress</p> <p>Commitment to anti-discrimination and equal opportunities</p> <p>Ability to communicate technical advice to non-technical staff clearly</p> <p>The ability to troubleshoot technical issues</p>		
Physical, mental and emotional skills and demands		
<p>Periodic requirement to move and handle service users with assistance as appropriate.</p> <p>Ability to work to and follow, Individual Service Users Plans, Risk Assessments and Moving and Transferring Plans.</p> <p>Maintain an awareness of surroundings and service users with some periods of concentrated mental attention and awareness of 1-2hours (medium) and pressures from deadlines, interruptions or conflict.</p> <p>Dealing with service users whose behaviour may challenge the service.</p> <p>Required to plan over a short and medium timeframe</p>	<p>Ability and willingness to take on any role of a team member to meet service deadlines</p>	
Motivation		
<p>Adapts to change by adopting a flexible and cooperative attitude.</p> <p>Works collaboratively to achieve team spirit and meet service users needs.</p> <p>Demonstrates integrity and upholds values and principles.</p> <p>Promotes equal opportunities and anti-oppressive practice in all aspects of work.</p> <p>Demonstrates an interest in and understanding of others.</p> <p>Meeting Service Standards and Cultural Changes within the service.</p>		
Other		
<p>Able to meet the transport requirements of the post. Current driving licence</p> <p>Out of hour duty arrangements, On call responsibilities.</p> <p>Rota covering 7 days.</p> <p>Shifts vary, dependent on service needs and delivery.</p>	<p>Driver/Own transport</p>	

Key to assessment methods; (a) application form, (c) certificates, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits