

Northumberland County Council
JOB DESCRIPTION

Post Title: Control Room Operator – Valley Care		Director/Service/Sector: Adult Services– Valley Care		Office Use
Band: 5		Workplace:		JE Ref: 2183
Responsible to: Policy & Finance Officer		Date: June 2010	Manager Lever: N/A	
Job Purpose: Receive and respond to calls via Control Room computerised call management equipment. Assist users with various problems relating to housing, health, social care and any other problem and enquiry and liaise with Statutory or Voluntary agencies in order to assist them. To co-ordinate the telecare service, taking referrals, arranging installation and follow-up visits, as well as general administration.				
Resources		Staff	Training staff that may be assigned.	
		Finance	Advising customers/professionals on the cost of the service/housing benefit etc.	
		Physical	Ensuring confidential and accurate data is input and maintained accurately. Careful use of allocated tools, equipment and facilities. Security of building	
		Clients	Vulnerable Residents of Valley Care , Council employees, GP's Police, Next of Kin, Social Services, private and voluntary sector organisations, General Public	
Duties and key result areas: 1. To identify callers requiring immediate emergency response and refer to appropriate emergency service. 2. Provide verbal advice relating to health and first aid matters to neighbours, relatives and service users of Valleycare during crisis caused by accident, illness or other emergency situations. 3. Dealing with deaths and coordinating the appropriate services to attend to certify cause of death. Contacting NOK's and informing of situation and giving relevant information in very distressing circumstances often during very busy and stressful times of high call volume and lone working. 4. Dealing with difficult situations, enquiries and the day to day running of Valleycare when working unsupervised, day, night, weekends and all public holidays, often making decisions in the event of not being able to contact senior officers. 5. During busy periods when working alone, using knowledge, experience and questioning skills to prioritise calls. 6. Act as first point of contact for all communications directed to Control Centre and out of hours emergency contact, taking responsibility for handling each enquiry, establishing the nature of the call, identifying the appropriate assistance required from information given by the caller and see through to a satisfactory conclusion. 7. Participate in the training programme for newly appointed staff, i.e. call handling using PNC along with the day to day workings and procedures of the Control Centre facility. 8. Receive, log and assess all out of hours emergency calls directed to the Control Centre and take appropriate action by advising callers of procedures and deciding which, if any, officers both Council and otherwise should be contacted. Decide, depending on circumstances, whether or not to delegate a mobile warden to a particular incident as received by the Control Centre. 9. Major responsibility for the health and well being of clients. 10. On receipt of customer call, search computerised customer records, checking customer details and demographics and amending when required using effective questioning skills and respecting customer confidentiality adhering to relevant protocols and policies and legislative requirements.				

11. Troubleshoot technical issues relating to faulty equipment and provide appropriate solutions.
12. Respond to Lone Worker emergency call-ins and take appropriate action to ensure staff safety.
13. Provide accurate and up to date information and advice on services offered, including out of hours by the Valley Care, the Council and its partners. .
14. Take ownership for resolving queries by referral to service units and external partners.
15. Utilise relevant ICT systems to create, develop and maintain records, files and statistical information.
16. Check, complete and file all forms received relating to termination of tenancy agreements and allocation sheets and Right to Buy sheets then amend all records appropriate to Valley Care users. At given periods, complete and file void control forms, amending vacant property lists, as appropriate, to Valley Care users.
17. Receive and update relevant information, entering in Control Centre, provided by various professional bodies, and health care officials.
18. Report and maintain individual records, relating to faults attended by Tunstall Telecom and amend log after completion of repair. Liaise with Tunstall Telecom relating to all procedures, including new installations, changes of procedures and correct use of updated equipment. Returning batches of faulty equipment to Tunstall by logging in fault log and preparing for collection. Receiving repaired equipment and re-programming where necessary and logging back into stock.
19. Disaster Recovery coordination for the County of Northumberland.
20. Contribute to project work to enhance and develop the service.
21. Programme Lifeline & Telecare equipment, for installation into prospective Valley Care users homes, by using Control Centre PNC (and via lap-tops and new Tunstall software.
22. Attend appropriate training courses.
23. Ensure comprehensive records relating to individual service users are maintained with accuracy, updating as required.
24. Receive, log and assess all out of hours housing repairs and queries for Homes for Northumberland and Isos Housing and decide on the appropriate course of action, if any, to take, passing to relevant contractors and workforce, checking databases, confirming addresses and violence registers to ensure safety of contractors.
25. Homeless calls covering Northumberland, dealing with very agitated client base often exacerbated by non-responding on-call officers.
26. Liaise with Handyperson Coordinator to arrange return of equipment, replacement of sensor batteries as appropriate.
27. Dealing with customers threatening/attempting suicide.
28. Arranging holiday and sickness cover for staff, monitoring of rota to ensure cover in place.
29. Give financial advice re service charges, housing benefit, supporting people.
30. Receive and record details of compliments, comments and complaints and provide advice and guidance to customers.
31. Provide administrative support to the needs of the service.
32. Liase with internal and external partners to build relationships, solve enquiries and provide feedback on services.
33. Maintain high standards of customer care at all times and promote a culture of service excellence.
34. Contribute to the continuous improvement of the service.

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 extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Some visits may be required
Working patterns:	Regularly deal with abusive, aggressive and threatening callers.
Working conditions:	Office based.

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PERSON SPECIFICATION

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Essential		Desirable	Assess by
Knowledge and Qualifications			
<ul style="list-style-type: none"> <input type="checkbox"/> Knowledge and extensive experience of working in a pressurised control room environment implementing a full range of procedures and policies. <input type="checkbox"/> A good general education <input type="checkbox"/> Telecare knowledge to advanced level <input type="checkbox"/> A sound working knowledge of the procedural and practical issues relating to customer services. <input type="checkbox"/> An awareness of and interest in the current issues facing the council and the services it provides. <input type="checkbox"/> Appreciates the relationship between customer care, cost, quality and performance. <input type="checkbox"/> Willing to undertake appropriate training. <input type="checkbox"/> Experience of dealing with dementia/Alzheimer clients <input type="checkbox"/> First Aid 		<ul style="list-style-type: none"> <input type="checkbox"/> GNVQ Customer Care Level 2 or equivalent <input type="checkbox"/> CLAIT or equivalent <input type="checkbox"/> Advanced Telecare training 	Application A, B Sight of original certificates A, B Interview
Experience			
<ul style="list-style-type: none"> <input type="checkbox"/> Telephone contact with the public. Giving help advice and information. <input type="checkbox"/> Proficient in using IT word processing, database and spreadsheet packages <input type="checkbox"/> Knowledge of working in a Health & Social Care sector <input type="checkbox"/> Knowledge of the concept and working of Telecare as a means of meeting the needs of vulnerable people <input type="checkbox"/> Experience of working with the general public <input type="checkbox"/> Experience of working with outside agencies i.e. Social Services, Health Professionals, Fire Service, Charitable Organisations etc <input type="checkbox"/> Experience of working alone during stressful periods of high volume calls, under pressure. <input type="checkbox"/> Dealing with difficult and abusive customers <input type="checkbox"/> Face to face contact with the public 		<ul style="list-style-type: none"> <input type="checkbox"/> Dealing with a wide range of services <input type="checkbox"/> Dealing with others at different organisational levels <input type="checkbox"/> Gathering, organising and managing information <input type="checkbox"/> Sound knowledge of telecare equipment and services <input type="checkbox"/> Working a calls handling environment 	Testing B Application A, B C, D, E, F, G Reference A, B Interview A, C, D, E, F, G
Skills and competencies			
<ul style="list-style-type: none"> <input type="checkbox"/> IT literate <input type="checkbox"/> Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources <input type="checkbox"/> Communicates clearly orally and in writing <input type="checkbox"/> Customer oriented <input type="checkbox"/> Ability to deal with emergency situation in a calm and effective manner 			Application A Interview B, C, D, E, F, G Testing A Interview

<ul style="list-style-type: none"> ❑ Good listening skills utilising tact, diplomacy, empathy and understanding and instilling confidence in the customer. ❑ Negotiation skills ❑ Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone ❑ Ability to work methodically ❑ Ability to troubleshoot technical problems and advise on technical issues 		
Physical, mental and emotional demands		
<ul style="list-style-type: none"> ❑ Excellent verbal communication skills with the ability to facilitate open discussion to determine customer and service requirements. . Use persuasion and negotiation skills dealing with complex and contentious information. ❑ Must be able to work as part of a team and have the ability to communicate effectively and motivate colleagues ❑ Must be able to work alone and use initiative ❑ Enthusiastic and committed ❑ Proactive approach to problem solving and customer care ❑ Ability to work calmly and accurately under pressure ❑ Dealing with emotionally demanding calls ie deaths, bereaved relatives, very ill customers ❑ Using appropriate questioning skills to extract accurate information from patients/carers who may be in a very agitated state or have communication difficulties ❑ Frequently dealing with callers who may be aggressive and/or abusive, especially during busy times and when non-emergency callers are kept on hold for long periods of time. ❑ Speedy and accurate responses in obtaining the appropriate services for customers especially in life threatening situations ❑ Ongoing lifting and handling of moderate to heavy weights. ❑ Prolonged periods of time spent sitting at a work station requiring periods of intense concentration ❑ Moving stock in large boxes by means of loading onto a trolley and moving from room to room. Filling stock cupboards. ❑ Use sensory skills to a high level with precision to determine if emergency situations are occurring and where speed is of the essence as delays could result in death or degradation to customer well being. ❑ Dealing regularly with intense emotional situation i.e. deaths, terminally ill and dying clients. Clients with dementia/Alzheimers, learning difficulties. Verbal abuse and threatening language. ❑ Staff training ❑ Exchanging complex and contentious information over a variety of audiences. ❑ Organise own workload and prioritise accordingly. ❑ Work alone. 		<p>Application Interview: A, B, C, D, E. F</p>

<input type="checkbox"/> Flexible approach		
Motivation		
<input type="checkbox"/> A corporate orientation and commitment to tackling issues across departmental boundaries. <input type="checkbox"/> Dependable, reliable and good time keeper. <input type="checkbox"/> Encourages and displays high standards of honesty, integrity, openness and respect for others. <input type="checkbox"/> Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued. <input type="checkbox"/> Proactive and achievement orientated <input type="checkbox"/> Works with minimal supervision		Application Interview: A, B, C, D, E. F
Other		
<input type="checkbox"/> Flexible working as determined by the requirements of the service. Weekend and evening work may be required		Interview A, B