Careline Operators

£19,238 - £24,717 (pro rata for part time)

5 Holt Court, Heneage Street West, B7 4AX

Working 36.5 hours per week
or on a rolling rota for part time

Working for a Telecare and Social Alarm service, call handling potentially emergency calls from social alarm and telecare customers across Birmingham.

You will have a calm, sensitive manner, with the ability to communicate effectively under pressure, making decisions using your own initiative and at times without access to supervision.

You should have an understanding of Social Alarm provision and the ability to understand the needs of vulnerable and older people.

A good working knowledge of I.T and adaptability to all types of software applications is required.

Ref: PL0982017

Closing date: Tuesday 4th April 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
1. **Job Purpose**

   Will undertake the effective operation of call handling equipment located within the operations centre, providing an emergency service for all users of the Careline and Housing Departments Out of Hours emergency services. Will involve the interrogation of callers to evaluate the degree of urgency of the situation, and effectively communicating this to the appropriate responding organisation.

   The role may require liaison and provision of assistance to other branches of emergency services. And other 24 hours daily operational Housing Services.

2. **General**

   Duties:

   To operate various telephone, radio based, voice banks and computerised systems within the operations centre.

   To sensitively interrogate callers to obtain precise details of the circumstances prompting the emergency call and to communicate the information to the appropriate responding agencies. In respect of repairs to ensure that the Contractors only receive true emergency repairs.

   Maintain accurate records of all calls received and clients’ data using the computer by inputting, interrogating and retrieving information. Maintain the hard copy and manual records systems used for all functions of the operating centre.

   Will adhere strictly to the laid down procedure for implementing the City Disaster Plan, acting in accordance with the specific instructions provided as and when necessary.

   Effectively liaise with elected Members, and/or Duty Officers, and/or Contractors nominated “Persons in Charge” regarding action taken in respect of emergency calls.

   Assist generally in all functions related to the efficient administration of the Careline Service and Out of Hours Emergency Service. These duties may vary according to the service requirements.

   Will actively cooperate in the development of new technology and Departmental initiatives particularly IIP.
**Work complexity**

Evaluate and efficient handling of emergency situations, particularly when under pressure.

Thorough working knowledge on the new technology in the Operation Centre.

**Contacts**

Contact: Members of the public

Purpose: To provide help, advice and assistance

Elected Members

Purpose: as needed by persons using the services

Contractors Representatives

Local Government staff

Health and other statutory and

Voluntary organisations.

Emergency services

Decisions made

In accordance with the nature of the situation, assessing those which are true emergencies.

**Creative work**

Record keeping and report writing.

3. **Supervision Received**

3.1 **Supervising Officer Job Title**

Careline Manager

3.2 **Level of Supervision**

Overall direction, advice and guidance

3.3 **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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5. **Special Conditions**

An average of 36.50 hours per week on a rotating shift basis, including all public/extra statutory and concessionary days.

The appropriate shift allowance and unsociable hour’s enhancements are incorporated within the grading of the post.
**Place Directorate**

**Person Specification**

**Post:** Careline Operator

**Grade:** Grade 3

**Division:** Services For Older People

**Section:** Careline

**Method of Assessment (M.O.A.)** A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td><strong>Education/Qualifications</strong></td>
<td>NB: Full regard must be paid to overseas qualifications.</td>
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<td><strong>Experience</strong></td>
<td>An understanding of Social Alarm provision.</td>
<td>AF &amp; I</td>
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<td>(Relevant work and other experience)</td>
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<td><strong>Skills &amp; Ability</strong></td>
<td>The ability to understand the needs of Vulnerable and Older people.</td>
<td>AF &amp; I</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
<td>The ability to work across organisational boundaries.</td>
<td>AF &amp; I</td>
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<td>The ability to write clear, grammatically correct reports be able to maintain filing systems and keep accurate records</td>
<td>AF &amp; I</td>
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<td>The ability to make decisions and work efficiently when under pressure and without assistance.</td>
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<td>The ability to follow and carry out laid down procedures.</td>
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<td>An understanding of Social Alarm provision.</td>
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<td>The ability to be able to communicate with customers effectively.</td>
<td>I</td>
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<tr>
<td><strong>Training</strong></td>
<td>A commitment to Equal Opportunities in service delivery.</td>
<td>AF &amp; I</td>
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<tr>
<td><strong>Other</strong></td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.