

**City Housing Directorate****Job Description**

**Post: Careline Tec Specialist**  
*formal evaluation under the Pay Equity Review)*

**Salary/Grade: Grade 3** *\*(consultation grade - subject to*

**Division: Housing Management**

**Section: Careline**

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1. **Job Purpose**

To assist in the provision of the Careline Service across the City.

2. **Duties and Responsibilities**

You will assist in providing a quality service to the customers, actual and potential, of the Careline Service. All duties to be undertaken in accordance with the Department's policy to treat its residents and the public as valued customers.

**Main Responsibilities**

Visit, on a regular basis, users of Careline equipment connected to the Careline Centre. Assess the changing needs of the customer; ensure information held on database is accurate.

Deal with Housing enquiries raised by the customers during visits, including benefits, rental, repairs and allocation issues. Where detailed information is required, ensure an appointment is made with the appropriate Housing Officer and progress chase the enquiry.

Where appropriate, make formal referral to voluntary/statutory organisations following visits made to assess clients.

Ensure all Careline alarm equipment is in good working order and report faults immediately to the Careline Centre. Change batteries in equipment and pendants on site.

Assess clients' needs, supply and fit social alarms as appropriate, and in accordance with policy procedures.

Maintain records of all visits and details of action taken. Ensure that all customer agreements are signed and up to date.

Respond to emergency situations, taking such action as necessary to deal with the customer's immediate requirements.

Build and maintain good relationships with all customers, ensuring their individual needs are addressed.

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Have a thorough working knowledge of all aspects of the social alarm equipment used and instruct new users in the use of alarms. Make follow-up visits to ensure customer is able to fully use the facility provided.

Negotiate with sensitivity the removal of individual social alarms upon cessation of use.

As required, participate in case conferences and represent the Department.

Maintain the highest possible standards of care and have regard to the Customer Care Policy.

Deal with telephone enquiries, identify and resolve problems raised.

To have sufficient knowledge of the computerised systems at the Careline Centre to be able to:-

- interrogate the system;
- input, amend and retrieve information via visual display units;
- produce as requested management information.

### Co-ordination and Liaison

Establish and foster links with the community, including residents'/tenants'/carers' groups.

Co-ordinate and develop links with other City Department services, other statutory and voluntary agencies, to facilitate corporate action to deal with problems identified by home visits.

### Development

Assist Neighbourhood Housing Managers/Contract Managers in ensuring that their staff have a proper appreciation of the needs of the Careline clients.

Assist in the development of services for the clients at local, area and City wide levels. Participate in research/information and marketing and working parties.

From time to time you will be required to help identify your training needs and, in partnership with your Manager, develop strategies to enable you to meet those needs, in line with the objectives of the organisation

### Work complexity

Effective provision of a specialist service for clients in a climate of change.

Balance the clients' needs for independence and privacy with the requirements for safety and protection of life.

A knowledge of services available to the elderly, people with disabilities and carers is essential, together with the ability to be sympathetic, caring but firm.

### Contacts

Contact:

Purpose:

Members of the City Council, MP's, officers of the Housing Department, other City Council Departments, Government agencies, voluntary agencies and members of the public.

Decisions made

In providing a Housing service to deal with all enquiries from the customer, give advice/guidance or arrange for specialist advice to be given in accordance with Housing Committee policy.

In managing this specialist service, determine priorities in accordance with policy directives and legislation.

In emergency situations, take such action as necessary until senior staff can take over responsibility.

Balance conflicting demands for staff time and resources as directed by senior management.

Creative work

Review procedures and systems to enhance efficiency within services for clients, working in conjunction with management.

Introduce new initiatives from "Care in the Community" programmes.

Training of Careline Tec Specialist.

3. **Supervision Received**

3.1 **Supervising Officer Job Title**

Careline Manager

3.2 **Level of Supervision**

Plan own work to ensure the meeting of defined objectives.

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

Post Title	Grade	No. of Posts	Level of Supervision
		Nil	

5. **Special Conditions**

- Full clean Driving Licence essential

Observance of the **City Council's Equal Opportunities Policy** will be required.

**City Housing Directorate**
**Person Specification**
**Post: Careline Tec Specialist**
**Grade: Grade 3** *\*(consultation grade - subject to*
*formal evaluation under the Pay Equity Review)*
**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.**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>M.O.A.</b>
<b>Education/Qualifications</b> NB: Full regard must be paid to overseas qualifications.		
<b>Experience</b> (Relevant work and other experience)	Ability to input, amend, interrogate and retrieve information from computerised systems.	AF & I
<b>Skills &amp; Ability</b> e.g. written communication skills, dealing with the public etc.	Ability to empathise with the particular needs of the elderly, people with disabilities and carers.	AF & I
	When dealing with clients you must be able to:-	
	a) Assess the needs of the client in their own home, in order to provide the appropriate social alarm;	AF & I
	b) Have negotiating skills in order to provide the Careline social alarm service.	AF & I
	Communication skills:-	
	a) Verbal – Ability to communicate clearly and precisely, in order to obtain and provide essential information when dealing with clients, statutory and voluntary agencies and also members of the public.	AF & I
b) Written – Ability to keep accurate records, write clear, concise and well-argued letters and reports.	AF & I	
The ability to prioritise workload, also work efficiently when under pressure and without assistance.	AF & T	
The ability to follow and carry out laid down procedures.	AF & I	
Ability to create and maintain clerical records and filing systems.	AF & I	
<b>Training</b>		
<b>Other</b>	Possess a valid current driving licence and have the ability to drive a van.	AF

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.