

Northumberland County Council
JOB DESCRIPTION

Post Title:	Mobile Warden	Director/Service/Sector: Adult Services – Valley Care		Office Use
Band:	5	Workplace:		2156
Responsible to: Policy & Finance Officer		Date: July 2010 – Amended 11.5.11	Manager Level: N/A	
Job Purpose: To provide an efficient and effective mobile warden service on behalf of the Council. Deal with customer enquiries, resolving as many queries as possible at the first point of contact. Act as an advocate for the customer to ensure they receive the information, advice and access they need to all appropriate council and partner services. Including the installation of telecare equipment across Northumberland.				
Resources		Staff	Training staff that may be assigned.	
		Finance	Handling customer’s cash from time to time.	
		Physical	Ensuring confidential and accurate data is maintained accurately Careful use of vehicles, allocated tools, equipment and facilities Moving and handling clients	
		Clients	Vulnerable clients of Valleycare, Council employees, members of the public, private and Voluntary sector organisations	
Duties and key result areas: 1. Act as first point of contact and respond by home visits for all emergency contact, including out of hours, taking responsibility for handling Enquiry through to a satisfactory conclusion. 2. Carry out routine non-emergency visits, on a regular basis to all users of the system. 3. Organise own workloads. 4. Lone working. 5. Having responded to an emergency call, assess the situation, using knowledge and skills acquired and decide relevant course of action. 6. While awaiting medical back-up, administering first aid, if necessary i.e. resuscitate, keeping calm at all times. 7. Provide accurate and up to date information and advice on services offered by Valleycare, the Council and its partners. 8. Take ownership for resolving queries by referral to service units and external partners. 9. Utilise relevant ICT systems to create, develop and maintain records, files and statistical information. 10.Receive and record details of compliments, comments and complaints and provide advice and guidance to customers. 11.Provide administrative support to the needs of the service. 12.Liaise with internal and external partners to build relationships, solve enquiries and provide feedback on services. 13.Maintain high standards of customer care at all times and promote a culture of service excellence. 14.Contribute to the continuous improvement of the service. 15.To install and carry out basic maintenance, e.g. vehicle checks, battery replacements to Valleycare alarm and telecare equipment. 16.Installation and programming of telecare equipment for new service users in their own homes. Testing the equipment on site and explaining its functions to the customer, relatives and professionals, fielding any questions and answering appropriately.				

17. Carry out telecare maintenance visits i.e. troubleshooting faulty equipment, terminations, re-programming, battery replacements.
18. Deal with returned equipment i.e. completing returned stock log, cleaning and sorting into relevant bins for faulty equipment, write-offs and which can be returned into circulation.
19. Lone working across Northumberland.
20. Attending training sessions for Telecare updates.
21. Maintain stock log
22. Deal with distressed and bereaved relatives often in harrowing circumstances.
23. Liaise with emergency services providing information where appropriate.
24. Collect and fill prescriptions and deliver medication.
25. Carry out two warden visits to potentially difficult customers observing personal safety at all times.
26. Time managing and forward planning of daily workloads including putting up boxes of telecare equipment in readiness for pre-booked installations.
27. Checking staff rota to ensure shifts are covered for holiday and sickness and allocating shifts where appropriate.
28. Observing Health & Safety issues when dealing with blood loss situations.
29. Supporting the Control Room Operator i.e. taking ValleyCare calls, OOH repairs calls and dealing with appropriately.
30. Provide accurate written reports following calls/visits.
31. Attend at and intercom sheltered units, deputising for the resident warden on their days off/sickness i.e. dealing with customer enquiries, calling emergency services, arranging doctor visits, reporting building repairs, attending fire alarms and liaising with Fire Service.
32. Training new staff.
33. Handling customer money from time to time, where no alternative arrangements can be made, to purchase food etc where it would be detrimental to the customer's health not to assist.
34. Advise handyman re siting of telecare sensors.
35. Dealing with complex situations.
36. Provide personal care in one-off situations.
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Work Arrangements	
Transport requirements: Working Patterns: Working conditions:	ValleyCare cars provided Weekend and evening/night working is the purpose of the job Mobile Regularly working in unpleasant and unhygienic conditions

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PERSON SPECIFICATION**

Post Title: Mobile Warden	Director/Service/Sector: Adult Services – Valley Care	Ref: 2156
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> • A good general education • A recognised first aid certificate • A sound working knowledge of the procedural and practical issues relating to Valleycare • An awareness of and interest in the current issues facing the Council and the services it provides • Appreciation of the relationship between customer care, cost, quality and performance • Willing to undertake appropriate training • Knowledge of Telecare programming and installation to advanced level to effect complex installations. • Knowledge and understanding of health and safety • Moving and handling certificate 	<ul style="list-style-type: none"> • GNVQ Customer Care Level 2 or ICS Award or equivalent • CLAIT or equivalent • GNVQ Health & Social Care Level 2 or above 	
Experience		
<ul style="list-style-type: none"> • Face to face contact with the public, giving help, advice and information. • Working with elderly and vulnerable people • Dealing with difficult, emotionally demanding situations • Having insight into the presentations of mental health conditions i.e. dementia, alzheimers etc. • 	<ul style="list-style-type: none"> • Dealing with a wide range of services • Dealing with others at different organisational levels • Gathering, organising and managing information 	
Skills and competencies		
<ul style="list-style-type: none"> • IT literate • Administration skills – ability to input, extract, interpret and record information from manual and computerised information sources • Communicate clearly orally and in writing • Customer orientated • 	<ul style="list-style-type: none"> • 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 	
Physical, mental and emotional demands		

<ul style="list-style-type: none"> • Highly developed verbal communication skills with the ability to facilitate open discussion to determine customer and service requirements, dealing with non-specialists i.e. families and clients. • Must be able to work as part of a team • Organise own workload and work alone for prolonged periods. • Concentrated sensory attention. • Ongoing physical effort. • Enthusiastic and committed • Proactive approach to problem solving and customer care • Ability to work calmly and accurately under pressure • Flexible approach • Frequent lifting of moderate to heavy weights including clients and equipment implementing techniques observing personal safety • Lifting boxes of telecare equipment to and from the office to effect installations, terminations etc • Driving for long periods of time • Dealing face to face with emotionally distraught customers and their relatives, often in situations where customers have been found deceased/dying. • Applying first aid i.e. resuscitation etc. • Dealing with abusive customers both over the telephone and face to face • Lone working in remote areas 		
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