

Post title	Hub Monitoring and Response Officer
Division / Section	Assistive Technology Enabled Care Hub 24 (ATECH 24)
Department	Edinburgh Health and Social Care Partnership
Responsible To	Hub Coordinator
Number of post holders	38
Acting up / Secondment	No

Purpose of Job

The Hub Monitoring and Response Officer will take a frontline call handling, monitoring, intervention and prevention role in the delivery of a 24/7 Assistive Technology Enabled Care (TEC), service, underpinned by the TEC Services Association Code of Practice and HSE, LOLER guidance.

Monitoring demand for and responding to a broad range of service users who require assistance in their home or in the community, more specifically but not limited to: assistance with falls, mobility incidents and First Aid.

Answer and monitor alarm and telephone calls to a broad range of service users who require remote or on-site support.

Prevent further incidents from occurring, through appropriate and safe assessment, referral, signposting and advice.

‘THE WHAT’ – MAJOR TASKS AND JOB ACTIVITIES

Citizen Response Practitioners will support service users in their own home and community, using a range of methods and approaches:

- Work in partnership with ATECH 24 colleagues and the wider Hub team, assisting to coordinate the safe and appropriate response to a service user. Answer and resolve telephone calls made to the Hub, recording details and outcomes in relevant systems
- Deal with a large volume of alarm calls from service users who require varying levels of support, from simple to complex, occasionally life critical. Escalating and referring more complex issues in accordance with guidelines and procedures.
- Assess service user needs by alarm and telephone call and direct the appropriate response
- Assist service users who have had a falls or mobility incident, guided by the dynamic risk assessment (DRA) and applying personal health and safety principles
- Assess service user personal and medical condition to evaluate how the response should be progressed
- Assist service users who require emergency medication management assistance
- Liaise with Emergency services, Council, NHS and third sector contacts to relay service user sensitive and at times life critical information to progress a safe and appropriate response for a service user
- Undertake generic DRAs to identify how service users who require assistance in a falls or mobility incident, should be supported
- Undertake, record and report on relevant Falls and Mobility assessments on service users who meet the criteria and provide advice and signposting to relevant support services
- Provide and Assistive Technology Enabled Care service, by undertaking demonstration, installation, repair and maintenance, de-installation and collection of Assistive Technology Enabled Care solutions

- Profiling and evaluation of Assistive Technology packages during response visits and at planned intervals, during the service user's journey. Provide on-site technical support, including repairs and re-installation of simple equipment and conducting Portable Appliance Testing when necessary
- Provide a telephone based, first line technical support service to users and relevant contacts
- Responsible for the safe handling and collection of service users key, as well as entry and closure of the service user's home
- Undertake an agreed learning and development plan each year, to ensure their skills and knowledge is nurtured to support them in the delivery of their role

'The How' – (Knowledge and Skills, Creativity & Innovation, Contacts & Relations, Decision Making)

- Have good knowledge of the TEC Services Association Code of Practice
- Have knowledge of issues facing older people, e.g. with regard to mental health, disabilities, etc
- Have good IT literacy
- Excellent communication and interpersonal skills to ensure clear instruction can be provided for, potentially vulnerable, service users including an understanding of communication problems due to illness or disability
- Able to apply knowledge and experience to deal with complex situations to ensure safety and well-being of service users both over the phone and in person
- Safe People Handling/Dynamic Risk Assessment qualified
- Advanced First Aid certified
- Full clean driving licence
- Required to be creative, to resolve a response to a service user in an emergency, when agreed policies and processes have been exhausted. This will be in relation to appropriate assistance measures, involving safe people manual handling and first aid
- Able to create positive working relationships with employees from other services within the partnership, to improve integrated working and the service users journey. The post holder will have daily contact in relation to service user responses, referrals and signposting other services within the partnership, NHS, third sector organisations and service user NOK/relevant contacts
- Able to assess when it is in the best interest of the client to escalate emergency interventions to a supervisor
- Able to make coherent decisions, when profiling and, in partnership with the service users and relevant contacts, to make rapid changes to the Assistive Technology equipment in their home or in the community.

Environment (Work Demands, Physical Demands, Work Conditions, Work Context)

- The post holder will be required to be desk based for the monitoring element of the role – 15%
- Carry out First Aid triage and Advanced First Aid practice in medical emergencies. 10%
- Required to undertake a range of physical activities, including safe people manual handling within the guidance of a Dynamic Risk Assessment. 30%
- The post holder is exposed to all weathers during travel to/from service user visits. Work with service users will be carried out in the home. 5%
- May have to work in conditions within client's homes that are not clean or hygienic, personal protective equipment will be provided for use on these occasions. 5%
- The post holder may be required to carry out personal care in emergency situations. 15%
- The post holder may be faced with challenging; aggressive and emotionally distressed service users, contacts and relatives. 5%
- The post holder may be exposed to people who are under the influence of alcohol and/or drugs. 5%
- During emergency responses (either by phone or face-to-face), the post holder will encounter situations where clients may have fallen or are medically ill and they must assess and deal with these situations safely and appropriately. 10%

Supervision and Management of People (Numbers and type of staff)

No supervisory responsibility. The post holder will be expected to significantly contribute to the induction and support of new team members.

Resources

The post holder is required to use the telephony and IT packages required to answer calls and monitor activity

The post holder is required to manage a daily allocation of equipment, which could total approximately £400.

The post holder will be responsible for specialist people handling equipment. Approximate value £1000.

To be responsible for any items of protective clothing provided by Council and to wear any clothing provided

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure - See attached