



<b>Job Title:</b>	Control Assistant
<b>Grade:</b>	Grade 5
<b>Section:</b>	Care Link
<b>Reports to:</b>	Care Link Supervisor
<b>Responsible for:</b>	None

### The Job

Is to:

- deliver responsive, high quality, customer-focused services 24 hours a day, seven days a week for customers to enable them to live independently and safely in the community; and
- operate the computerised calls handling system and undertake clerical and administrative duties where necessary.

### The Bigger Picture

You will:

- deliver excellent customer focused services 24 hours a day every day of the week to older and vulnerable people, enabling them to live independently, with confidence, reduce isolation and feel safe in the community;
- maintain service standards in accordance with the TEC (Technology Enabled Care) Services Association Quality Standards Framework;
- answer alarm calls made to the Telecare Service Centre;
- assist OneCALL, WDH's Customer Contact Centre, by answering telephone calls during the night and taking the appropriate action as required;
- undertake clerical and administrative duties as required; and
- carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

### The Day To Day

You will:

- take part in a 24 hour, seven day week shift rota;
- receive and make calls using a computerised record system including telecare alarms and telephone calls;
- maintain an accurate record of calls from customers and record actions taken;

- establish the nature of the customers' requirements and take appropriate action, which may include summoning GPs, Police, Fire Service, Ambulance Service, or relatives, offering advice and reassurance where appropriate;
- initiate calls to customers where appropriate;
- assist with maintaining and updating the confidential database of information relating to all customers of the service;
- liaise with a range of WDH employees, Wakefield council or other appropriate agencies to ensure an effective response to all alarm calls to ensure customers health, safety and wellbeing are maintained at all times; and
- when required co-ordinate WDH's night-time services in relation to emergency repairs to WDH properties, to incidences of neighbour nuisance and anti-social behaviour, to accept and process electronic payments for rent, council tax and other payments, and to give advice and assistance to customers on all WDH's services.

### Personal Contacts:

**Internal:** WDH employees.

**External:** All outside agencies as appropriate. Members of the public and tenants. Other statutory and voluntary agencies.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
<b>Qualifications and Training</b>			
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.		✓	AF/CQ

<b>Determination</b>			
An ability to record messages and information clearly and accurately.	✓		AF/I
An ability to interpret, classify and sort information.	✓		AF/I

<b>Nous</b>			
Experience of working with older or vulnerable people.	✓		AF/I
ICT literate with the ability to use a variety of PC applications	✓		AF/I
An ability to operate the Central Control Unit after being given appropriate training.	✓		AF/I
An ability to make common sense decisions in accordance with departmental guidelines and to work with the minimum of supervision.	✓		AF/I
An ability to give clear and concise information to callers, relatives, emergency services and other employees.	✓		AF/I
An understanding of social alarm services.		✓	AF/I

<b>Attitude</b>			
Excellent communication skills	✓		AF/I
Evidence of delivering excellent customer service	✓		AF/I
An ability to apply thought and attention to the completion of specific tasks.	✓		AF/I
Willingness to undertake any necessary training.	✓		AF/I

**Key**  
 AF - Application Form  
 I - Interview (this may include a presentation and occupational test where appropriate)  
 CQ - Certificate of Qualification