

PROGRESS HOUSING GROUP



JOB DESCRIPTION

Post Title:	Progress Lifeline Installer	Grade:	6
Department:	Progress Lifeline Department	Location:	West Yorkshire
Responsible to:	Progress Lifeline Installation Team Leader		
Liaison with:	Control Centre, medical and social work agencies as necessary, equipment providers, Property Services, NOK		

Job Purpose
To assess, programme and install Lifeline & Telecare equipment as required. To follow procedures to ensure equipment is installed in the appropriate location to result in effective use of the Lifeline & Telecare equipment and service. Through demonstration and explanation, ensure service users and named responders have an understanding of the equipment. To ensure that all appropriate and relevant information is set up for new customers on the PNC database. To deal with enquiries about the service. To deal with equipment maintenance and faults reported.
Specific Duties
<ol style="list-style-type: none">1. Maintain records of existing and prospective Telecare users by updating the database information and updating the Control Centre.2. To perform an on-site assessment of prospective customers, profiling them to be able to recommend a tailored Telecare support package.3. To risk assess the location to where the equipment is being installed ensuring that there are sufficient power points to provide a safe environment for the customer.4. To risk assess before working at heights and using electric drills if required during the installation for the safety of the staff member.5. To safely install Lifeline/Telecare equipment in customer's homes using appropriate programming techniques dependent on the Lifeline/Telecare equipment and perform appropriate tests to ensure that the equipment is working correctly.6. To accurately obtain all the necessary details from the customer such as personal, medical, payment and next of kin details and ensure that the information is passed to the control centre to input on to the PNC database.7. To demonstrate and explain how the equipment works to customers, service users and NOK ensuring that they are confident in its use.8. To explain the documentation that is being left with the customer so that they have a full understanding of the service.9. Liaise with other services (Social services, NHS, NOK etc) during the Lifeline/Telecare referral process and installation process to ensure effective use of Lifeline/Telecare and ongoing service.

10. To be aware of PHG Safeguarding policy when carrying out home visits and to signpost to the relevant staff if concerns are raised.
11. Carry out any necessary checks, battery changes and routine maintenance of the Telecare sensors and carry out follow-up visits to Telecare users to rectify faults and exchange equipment.
12. To undertake assessment visits to re-evaluate the customer's needs and update their personal information following a request from the control centre
13. Diagnose and correct faults where possible and report faults to the relevant manufacturer when required.
14. To promote the Lifeline/Telecare service whenever possible and participate in marketing promotions and leaflet distribution when required.
15. To attend training sessions with the Progress Lifeline Team Leader for an update of procedures and familiarisation of new equipment and their ability to support customers.
16. To disconnect and collect Lifeline/Telecare units and make arrangements for final billing, and update of PNC database.
17. When required to register new stock on arrival and allocate each unit/sensor to the central stock database.
18. When required to assemble, programme and test each unit/sensor on receipt/prior to installation.
19. When required to deal with all telephone enquiries associated with Lifeline/Telecare to include general enquiries and debt recovery.
20. Working as a lone worker in order to provide face to face customer service following PHG Lone working procedures.
21. Contact family members, general practitioners, social workers and other relevant agencies in response to the needs of Lifeline/Telecare customers.
22. To be responsible for maintaining the stock level within the Progress Lifeline leased van when being used to ensure that it is kept to a working level e.g. necessary stock.
23. To ensure that the Progress Lifeline leased van is kept in a clean and tidy condition and to be cleaned locally when advised by the Progress Lifeline Team Leader

Corporate Responsibilities

1. Work in line with the Group's core values
2. Participate in the Group's Personal Review and Development Plan (PRDP) process.
3. Comply with the Group's Equal Opportunities, Customer Care, Data Protection, IT and Health and Safety policies. All colleagues are responsible for taking care of their own health and safety and that of others who may be affected by what you do at work. Colleagues must not misuse anything provided in the interests of health and safety, or bring items from home for use at work; unless specifically authorised to do so. You must comply with the Group's Health and Safety Policy which describes specific health and safety responsibilities for this post, within its appendices.

Further information is available from the Group's Health and Safety Team upon request.

4. Undertake any additional learning and development considered relevant to the performance of the duties of this post and in furtherance of the Group's objectives.
5. Adopt a corporate, coordinated and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities within the department.

Special Conditions

A car should be available for work purposes for which a mileage allowance is payable. Mileage will be paid from the first place of work to any other sites until completion of duties.

The post holder will install Lifeline & Telecare equipment for our customers in the West Yorkshire area.

The post holder will be expected to liaise with the other members of the Progress Lifeline/Telecare team in taking periods of annual leave in order to ensure adequate cover.

To work with the team to ensure that a member of staff works on a Saturday on a rota basis and that the member of staff working on the Saturday will have a day off during that week to compensate.

Signature:

Date:

PROGRESS HOUSING GROUP

PERSON SPECIFICATION

Post Title:	Progress Lifeline Installer
Department:	Progress Lifeline Department

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u>		
1. Formal qualifications not essential but applicants should be educated to a reasonable standard	D	Application Form/ Certificates
2. Knowledge and experience of Microsoft Office, including Word and Excel	D	
3. Full Driving Licence valid for use in the UK and access to own transport	E	
<u>SKILLS & BEHAVIOURAL REQUIREMENTS</u>		
1. Previous experience of working with vulnerable people in a customer service environment - i.e. those who are elderly, infirm, or have communication difficulties	D	Application Form / Interview
2. Ability to assess the needs of the customer group and to act appropriately, especially when in a face-to-face environment	E	
3. Able to communicate effectively with staff, customer's and their family members, social services, NHS and other relevant agencies	E	
4. Able to remain calm and objective in any situation	E	
5. Ability to work on own initiative and be self motivating	E	
6. Able to process and record information accurately during installations and on the computer system	E	
7. Awareness of Social Alarm services	D	
8. Understanding of Social Alarm equipment	D	
9. Able to process invoices according to the needs of the service	D	
10. Ability to recover arrears through the arrears procedure	D	

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
11. Experience of working as part of a team in a customer facing environment	E	
12. Ability to work at heights when required to install sensors. Training to be provided	E	
13. Ability to use an electric drill when required. Training to be provided.	E	
<u>PERSONAL QUALITIES / BEHAVIOURAL SKILLS</u>		
1. Reliable and good attendance	E	
2. Present a positive and professional image of Progress Housing Group	E	
3. Ability to communicate effectively with customers in a professional, customer focused manner, over the telephone, in writing and face to face – particularly the customer groups associated with the service provided	E	
4. Ability to work on your own initiative and within a team	E	
5. Ability to follow set procedures and systems	E	Application Form/ Interview
6. Ability to work towards performance targets	E	
7. Ability to work well under pressure and manage own workload	E	
8. Ability to maintain confidentiality	E	
9. Ability to liaise with colleagues in other sections and with a range of external agencies	E	
10. Flexibility and willingness to develop new skills	E	
11. Ability to use initiative within broadly established guidelines	E	