

**PROGRESS HOUSING GROUP**



**JOB DESCRIPTION**

|                        |  |                  |                       |
|------------------------|--|------------------|-----------------------|
| <b>Post Title:</b>     | Control Centre Operator  | <b>Grade:</b>    | 6                     |
| <b>Department:</b>     | Progress Lifeline  | <b>Location:</b> | Sumner House, Leyland |
| <b>Responsible to:</b> | Control Centre Team Leader   |                  |                       |
| <b>Liaison with:</b>   | Emergency Services, Medical Agencies, Independent Living Coordinators, Emergency Home Responders, Housing Staff, Council departments, other local authorities, Housing Associations, tenants, clients, their key holders/relatives, Social Services, Hotels or Hostels for homeless, and other caring services as appropriate. |                  |                       |

**Job Summary**

The Control Centre operators are responsible for the provision of a 24-hour emergency call answering service to residents of Independent Living Schemes, Progress Lifeline and Telecare customers who are linked to the Control Centre through their emergency equipment.

Operators are required to establish the reason for the call and escalate as appropriate to a number of services including carers, contacts, family members, the Emergency services and Doctors, many of the calls are life critical and require an immediate response.

Control Centre Operators are responsible for co-ordinating out-of-hours services including emergency repairs, enquiries from our Lincolnshire development and referrals from various Local Authorities for homeless assistance.

**Duties and Responsibilities**

1. Respond in a timely manner to any personal emergencies or problems experienced by Independent Living residents or Progress Lifeline & Telecare users and ensure that appropriate help is arranged.
2. Input, amend and check customer's records onto the computer to ensure that they are accurate and up to date using the Control Centre systems and databases in accordance with Control Centre procedures.
3. Update incident logs and other administrative records during the shift and take any escalation action necessary.
4. Check other Operator's input or amendments as above and accessing workspaces in order to complete client amendments.
5. Maintain the smooth running of the Tunstall Call handling equipment, Piper Network Controller (PNC) and ensure accurate records and notes are added to incidents.
6. Report and record any faults on the PNC and escalate as appropriate, after suitable investigation where necessary.

7. Report and check any faults detected from Independent Living schemes, take the appropriate actions and ensure sufficient information is passed to the Independent Living Coordinators.
8. Monitor and record test calls from Progress Lifeline & Telecare users to check equipment and maintain contact with the individuals concerned.
9. Investigate, by testing, any reported Progress Lifeline & Telecare faults and, where appropriate, instigate repair procedures. To inform the user or their relative as deemed necessary.
10. Provide support and advice to colleagues while on shift in the Control Centre and work together to find a suitable solutions for service users and customers.
11. Record and report sheltered repairs as necessary to the appropriate person, arranging access for maintenance staff and contractors.
12. Co-ordinate the out-of-hours emergency repairs service, liaising between tenants and maintenance staff and to escalate issues to the out of hours repairs Duty Officer.
13. Ensure that Operators on following shifts are informed of any issues that have required attention and the action that has been taken or, in exceptional circumstances, what action is still needed.
14. Report any instances of threatening behaviour or verbal abuse so that appropriate safety measures may be taken to protect visiting staff, emergency home response service etc.
15. Provide a monitoring service for lone workers on the internal Worksafe system and other lone working systems.
16. Assess if someone is homeless in accordance with corporate client policy and take appropriate action.
17. Liaise with hostels / shelters and hotels to provide out of hours emergency accommodation for homeless persons or victims of domestic violence and complete appropriate paperwork.
18. Co-ordinate the out of hour's emergency home response service ensuring that the appropriate help is arranged for Progress Lifeline and Telecare clients in accordance with procedures
19. Complete additional tasks and duties requested from the Control Centre Team Leader or Progress Lifeline Department Manager

### **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 and Health and Safety policies.
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**

1. Required to ensure that the call handling PNC is never left unstaffed when on duty, except where evacuation of the premises becomes necessary.
2. This role potentially entails a substantial amount of out of hours and / or lone working and appropriate training and safety protocols will be applied.
3. Required to provide cover for any shifts in the absence of other Operators.
4. If your contracted shift falls on a Bank Holiday there is a requirement to work.

Signature:

Date:

**PROGRESS HOUSING GROUP**

**PERSON SPECIFICATION**

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| <b>Post Title:</b> Control Centre Operator |
| <b>Department:</b> Progress Lifeline       |

| <b>CRITERIA</b>   | <b>ESSENTIAL/<br/>DESIRABLE</b> | <b>METHOD OF<br/>ASSESSMENT</b>   |
|---|---------------------------------|-----------------------------------|
| <b><u>QUALIFICATIONS</u></b>  |                                 |                                   |
| 1. Formal qualifications are not essential but applicants should be educated to a reasonable standard.            | D                               | Application Form/<br>Certificates |
| <b><u>SKILLS AND BEHAVIOURAL REQUIREMENTS</u></b>   |                                 |                                   |
| 1. Previous experience of working with older and vulnerable people  | E                               | Application Form/<br>Interview    |
| 2. Computer literate (Word, excel, Outlook, file management)  | E                               |                                   |
| 3. Ability to assess needs and to act accordingly   | E                               |                                   |
| 4. To be able to communicate effectively with family members, general practitioners and the emergency services    | E                               |                                   |
| 5. Able to deal with emergencies and remain calm and objective in any situation                                   | E                               |                                   |
| 6. Able to communicate effectively and speak clearly to residents, staff, outside agencies and emergency services | E                               |                                   |
| 7. Able to take messages and record the information accurately over the control system even when under pressure   | E                               |                                   |
| 8. Able to work on own initiative and be self-motivating  | E                               |                                   |
| 9. Adaptability to work shifts and cover when required  | E                               |                                   |
| 10. Ability to work on your own initiative and within a team  | E                               |                                   |
| 11. Ability to follow set procedures and systems  | E                               |                                   |
| 12. Ability to work towards performance targets   | E                               |                                   |
| 13. Ability to work well under pressure and manage own workload   | E                               |                                   |
| 14. Ability to maintain confidentiality   | E                               |                                   |

| CRITERIA   | ESSENTIAL/<br>DESIRABLE                               | METHOD OF<br>ASSESSMENT                |
|--|---|--|
| <p><b><u>SKILLS AND BEHAVIOURAL REQUIREMENTS</u></b><br/><b><u>continued</u></b></p> <p>15. Ability to deal sympathetically and firmly with members of the public who may be in distressing circumstances</p> <p>16. Ability to use interpersonal skills to work co-operatively with colleagues and external partners</p> <p>17. Ability to communicate clearly and effectively with a diverse range of people and take account of their views</p> | <p>E</p> <p>E</p> <p>E</p>                            | <p>Application Form/<br/>Interview</p> |
| <p><b><u>PERSONAL QUALITIES</u></b></p> <p>1. Reliable</p> <p>2. Compassionate</p> <p>3. Professional and efficient communicator</p> <p>4. Open and friendly</p> <p>5. Present a good image of Progress Housing Group</p> <p>6. Demonstrate a positive attitude to change and have the ability and willingness to identify opportunities to improve performance.</p>   | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> | <p>Application Form/<br/>Interview</p> |