

Carecall and Concierge Officer

Within the **Carecall & Concierge Team**



SALARY

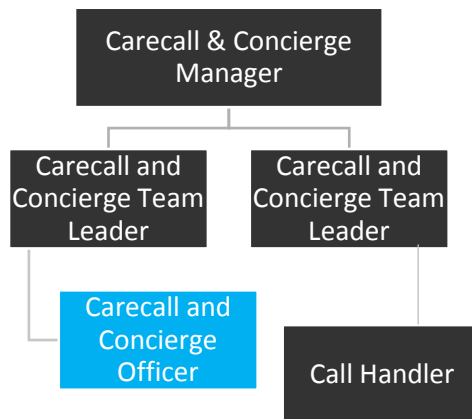
Between £18,070 and £20,138 per annum

RESPONSIBLE TO

Carecall and Concierge Team Leader

CORE PURPOSE

Enable customers to live independently in their own home and help them to feel safe and secure, knowing help is at hand if needed.



The Carecall and Concierge Team provide 24/7 support to both Stockport Homes Customers as well as a range of Private Clients.

The Carecall Service provides excellent Telecare Services to a range of customers, with packages varying from monitoring only to a full Warden response.

The Concierge Service provides 24/7 CCTV and Door Entry Monitoring at 28 High Rise Blocks across Stockport. The team also support our Neighbourhood Teams with tackling Anti-Social Behaviour and we work pro-actively to keep tenants safe and secure.

The role of a Carecall and Concierge Officer is very varied, with different elements such as;

- Call Handling
- CCTV Monitoring
- Assisting in the detection and prevention of Anti-Social Behaviour and Criminal Activity
- Dealing with Out of Hours Repairs
- Providing a Warden Service to deal with falls
- Carrying out basic repairs to telecare systems
- Delivering shopping and sitting services
- Installing Telecare equipment
- Carrying out welfare visits

The role requires a flexible person who is able to work all three shift patterns. Our Service is 24/7, 365 days a year, and shifts are split into Early, Late and Night shifts. The post requires you to hold a full UK Driving Licence.



PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



GENEROUS ANNUAL LEAVE ENTITLEMENT

23 days annual leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



RETAIL DISCOUNTS

Access to a wide range of discounts to provide savings on food and shopping



WELLBEING

Take part in a range of activities to maximise your physical and psychological fitness



EMPLOYEE ASSISTANCE PROGRAMME

Access to a confidential support service which provides counselling

RESPONSIBILITIES *the Carecall and Concierge Officer will...*

- ✓ Provide reassurance and support to all Customers when handling calls, some of which can be challenging
- ✓ Ensure that Services are delivered in line with our Policies and Procedures which meet the TSA Accredited Standard
- ✓ Provide a falls lifting service, using the appropriate equipment, to minimise ambulance call outs
- ✓ Deliver an excellent range of services, such as shopping, sitting, welfare visits, emergency visits and repairs visits.
- ✓ Support the delivery of robust Telecare Services by installing and maintaining equipment effectively
- ✓ Monitor CCTV and Door Entry systems at a variety of blocks across Stockport, supporting our teams and Greater Manchester Police in keeping people safe
- ✓ Uphold confidentiality at all times and follow Safeguarding Procedures to protect Vulnerable Adults and Children from potential harm
- ✓ Deliver a range of Out of Hours services, including Domestic and Commercial Repairs, ASB Reporting and Emergency Response

STRENGTHS *the Carecall and Concierge Officer will deliver key responsibilities by...*

- ✓ Being hard working and a team player
- ✓ Approach situations with a caring manner and be able to engage with people to build trust
- ✓ Being adaptable to different work types, working across varied tasks
- ✓ Being organised and productive, completing all the necessary reports following a visit
- ✓ Acting as the “eyes and ears” on the frontline and pro-actively reporting any Safeguarding concerns to a Safeguarding Champion
- ✓ Work well with a variety of people, building good team relationships over a variety of shifts – not always working with the same colleagues
- ✓ An eye for detail and an ability to spot suspicious behaviours and actively monitor situations, relaying key information to the necessary agency
- ✓ Get tasks done on time and ensure things happen when they need to happen, not later
- ✓ Believe in your own judgement and take responsibility for your own actions
- ✓ Be able to multi-task and manage different work types at the same time

REQUIREMENTS *the Carecall and Concierge Officer will be able to...*

- ✓ Undertake a variety of training to safely carry out the role
- ✓ Communicate effectively using a variety of different communication methods and techniques to deliver clear messages
- ✓ Work collaboratively with the team and colleagues from other services
- ✓ Ability to obtain an SIA licence, once the appropriate Training and Probation has been completed
- ✓ Hold a full UK driving licence
- ✓ Support the growth of the business, by participating in marketing events and open days
- ✓ Work positively and enthusiastically in sometimes challenging circumstances
- ✓ Deal with different types of workloads and problems, making decisions confidently and with minimal need to escalate
- ✓ Engage with staff and customers, building up good working relationships that are based on trust and respect
- ✓ Be flexible to the needs of the service, supporting our role as a 24/7/365 Service Provider

VALUES *the Carecall and Concierge Officer will role model core values by...*

SUPPORT

Listening to, responding and valuing colleagues and customers in all aspects of our diversity

MOTIVATED

Acting in the best interest of Stockport Homes, our customers and our communities

INNOVATE

Embracing innovation and change, taking calculated risks and trying new ways of doing things

LEARN

Giving and taking feedback constructively and investing in developing individual talents

ENJOY

Behaving with integrity while making work as enjoyable as possible

