

## ROLE DESCRIPTION

<b>Role title</b>	Lifeline Response Officer		
<b>Directorate</b>	Customer		
<b>Reporting to</b>	Installation and Response Manager		
<b>Grade</b>	12		
<b>Evaluation ref</b>	SCG1435	<b>Job Family Ref</b>	
<b>Role purpose</b>			
<p>The postholder will support the Somerset Lifeline customers by responding to requests for help. Liaising with customers and staff to schedule installation appointments and managing the completion and accurate storage of contracts and other records.</p> <p>In undertaking their duties, they will ensure compliance with all relevant legislation, and policy frameworks including health and safety and safeguarding to ensure the organisation is kept safe.</p>			
<b>Key results area</b>	<b>Accountability</b>		
Corporate Responsibilities	Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		
Operational Service Delivery	<p>Respond to emergency calls as part of the 24/7 Emergency Response Team. This will include shift work covering days, nights, weekends and bank holidays. Enhancements for out of office hours work will be paid according to Somerset Council Terms &amp; Conditions.</p> <p>When requested by Control Centre operators provide support to service users of the Somerset Lifeline and provide immediate care and assistance.</p> <p>Utilise specialist equipment to assist fallen un-injured customers to stand, provide first aid and where necessary liaise with emergency services where a higher tier of medical care is required.</p> <p>Signpost customers to information and other partners including local GPs, Care staff, Adults or Childrens Social Care, the NHS and act as a customer advocate.</p>		

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	<p>Provide advice and information to resolving customer enquiries and collect local and customer intelligence to support service improvements</p> <p>Work with other team members to organise and manage workloads effectively, ensuring that all performance and customer standards are met.</p> <p>Clean and maintain specialist lifting equipment and other tools used by the team reporting any faults that require repair.</p> <p>Respond to requests to attend customers to resolve faults with Lifeline equipment as needed.</p> <p>Keep clear and accurate notes of call outs and update customer records accordingly,</p> <p>Understanding of customer need</p> <p>Continuous improvement of processes and procedures</p> <p>Accountability for quality and quantity of work</p>
Performance Framework	Identify improvements to system functionality and processes which will support and enhance the customer journey, sharing information and ideas with peers and the management team.
Project/Contract Management	This role does not have direct responsibility for project or contract management. However all staff are expected to contribute to projects that may call on their areas of expertise.
Financial / Budget responsibility	There are no direct financial controls or budget responsibility, however postholders will be expected to be mindful of maximising efficiencies to minimise unnecessary cost, including coordinating appointments.
Stakeholder Engagement	<p>Provide support and reassurance to customers about the Lifeline service, answering questions and obtaining initial information about the needs of customers.</p> <p>Work with team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.</p> <p>Engage and develop professional relationships, providing advice and guidance to Adult Social Care, Health Authority, as well as to customers, general members of the public and businesses.</p>

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	<p>Regular contact with the public, professionals, and colleagues from across the organisation, requiring postholders to share knowledge, seek solutions and offer support that ensures continuity of service, consistent standards, and customer satisfaction.</p> <p>Work with a range of partners and commercial customers to ensure effective service delivery.</p>
Team Management	Share knowledge with colleagues and temporary staff, being aware of development tools and guidance notes.
Regulation / Statutory compliance	<p>Undertake duties in accordance with policy and standards frameworks, including the TEC Services Association (TSA).</p> <p>Adhere to mandatory procedures and processes, ensuring that information is collected concisely throughout the duration of customer interactions.</p>
<b>Qualification/Knowledge/Experience/Skills</b>	
<p><b><u>Qualifications</u></b></p> <p><b>Essential</b> GCSE Grade 4 and above, or equivalent in Maths and English.</p> <p><b>Desirable</b> Evidence of work related continuing professional development.</p> <p><b><u>Experience</u></b></p> <p><b>Essential</b> Experience of working in operational services and delivering customer-led services to multi-channel customers.</p> <p>Use of Microsoft Office applications, particularly Microsoft Excel, Outlook, and Teams.</p> <p><b>Desirable</b> Previous experience of working in Technology Enabled Care services. Experience in shift working.</p> <p><b><u>Knowledge</u></b></p> <p><b>Desirable</b></p>	

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Understanding of technology enabled care and related products that can be used to promote independence.

### **Skills**

#### **Essential**

Understand customer service values, equality and diversity and customer inclusion in delivery. Organised, ability to motivate and empower others, strong team player as well as an ability to work on own initiative.

Ability to adapt to changing circumstances and putting the needs of the customer first.

Skilled communicator, and good at building strong working relationships.

Ability to influence officers, members, and partners to the importance of customer service.

### **Dimensions of role**

Somerset Lifeline is situated in 3 key locations across Somerset and has over 50 staff. The Service deals with over 500,000 contacts a year. Lifeline customers include private individuals and a range of Housing Providers.

Is a traded service and generates £2.5m income a year for the Authority.

Emergency Response Officers work as part of a dedicated team which is focussed on delivery of this service.

The nature of our customers and the role Somerset Lifeline plays in helping to maintain their independence and safety requires that the postholder must demonstrate unconditional empathy and patience. Customers may have different vulnerabilities and challenging situations, which must be approached using appropriate emotional presence, resilience, and intelligence.

### **Notes**

Competencies / attributes

Ability to adapt to changing and sometimes conflicting priorities. Achieves the competencies set out in the Somerset People attributes framework.

Awareness of emergency business continuity arrangements and contributes towards disaster recovery response, including loss of primary systems.

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Working conditions:	<p>The role is predominately based in the office with regular call outs to customer's homes, home working in line with the service requirements is possible especially during out of office hours periods.</p> <p>The postholder is expected to deal with challenging customers, including aggressive, abusive, or vulnerable.</p> <p>This post requires a criminal background check (DBS) via the disclosure procedure.</p>
Working arrangements:	<p>This role will involve working a 12 hour office based shift pattern working on average (over 8 weeks) 38.5 hours per week. <input type="checkbox"/></p>