

## JOB DESCRIPTION

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| <b>Job Title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Lifeline Operator          |
| <b>Directorate</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Regulatory and Operational |
| <b>Evaluation ref:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | TR0183 – Grade 14          |
| <b>Role purpose</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                            |
| <p>This position involves operating the Lifeline system, a 24/7 emergency response service designed to assist elderly and disabled residents in maintaining their independence and safety at home. The Lifeline Operator is responsible for responding to emergency calls, assessing the situation, and coordinating appropriate responses, including dispatching emergency services if necessary. Operators will also handle out of hours calls to the Council, Emergency Housing Repairs requests and dispatch contractors where necessary. Somerset Lifeline also offers Lone Worker monitoring so Operators will also manage calls of this nature. The role requires excellent communication skills, empathy, and the ability to remain calm under pressure. Operators must ensure that all interactions are handled with sensitivity and confidentiality, providing reassurance and support to callers in distress. Additionally, the Lifeline Operator will maintain accurate records of all calls and actions taken, ensuring compliance with relevant policies and procedures.</p>                                                                                                                                                                                                                          |                            |
| <b>Accountabilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                            |
| <p><b>Emergency Response:</b> Respond promptly and effectively to emergency calls from Lifeline users, ensuring immediate support and appropriate action.</p> <p><b>Situation Assessment:</b> Accurately assess the nature and urgency of each call to determine the necessary response, including dispatching emergency services if required.</p> <p><b>Caller Support:</b> Provide reassurance and emotional support to callers in distress, maintaining a calm and empathetic demeanour.</p> <p><b>Coordination:</b> Coordinate with emergency services, family members, and other responders to ensure timely assistance for Lifeline users.</p> <p><b>Record Keeping:</b> Maintain detailed and accurate records of all calls, actions taken, and outcomes, ensuring compliance with data protection and confidentiality policies.</p> <p><b>Out of Hours Call Handling:</b> The majority of Operators work on a 24/7 shift rota which can include evenings, weekends, nights, and Bank Holidays. Enhancements for out of office hours working are paid at the current rate in force under their contract.</p> <p><b>User Education:</b> Provide information and advice to Lifeline users and their families about the service, including how to use the equipment and what to expect during an emergency.</p> |                            |

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**Follow-Up:** Conduct regular follow-up calls to check on the well-being of Lifeline users and address any concerns or issues they may have.

**Training Participation:** Engage in ongoing training and development activities to maintain and enhance skills relevant to the role.

**Team Collaboration:** Work collaboratively with other members of the Adult Social Care team to provide comprehensive support to service users.

**Confidentiality:** Handle all sensitive information with the utmost confidentiality and professionalism, respecting the privacy of Lifeline users.

### Knowledge / Experience / Skills

|                                                                                  | Essential | Desirable |
|----------------------------------------------------------------------------------|-----------|-----------|
| <b>Knowledge</b>                                                                 |           |           |
| Understanding of emergency response protocols and procedures.                    | x         |           |
| Knowledge of the Lifeline system and its operation.                              | x         |           |
| Awareness of the needs and challenges faced by elderly and disabled individuals. | x         |           |
| Familiarity with local community resources and support services.                 |           | x         |
| Basic knowledge of health & safety regulations.                                  |           | x         |
| Understanding of data protection and confidentiality requirements.               | x         |           |
| <b>Experience</b>                                                                |           |           |
| Previous experience in a customer service or support role.                       | x         |           |
| Experience working in a call centre or emergency response environment.           |           | x         |
| Experience in the health or social care sector.                                  |           | x         |
| Experience handling sensitive and confidential information.                      | x         |           |
| Experience using computer systems and databases.                                 | x         |           |
| Experience working with vulnerable populations.                                  |           | x         |
| <b>Qualifications / Registrations / Certifications</b>                           |           |           |
| GCSEs or equivalent at grade 4/C or higher, including English and Maths.         | x         |           |

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| First Aid certification.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | x |
| Training in crisis intervention or emergency response.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   | x |
| NVQ Level 2 or 3 in Health and Social Care.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   | x |
| Certification in customer service or call handling.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   | x |
| Relevant training in data protection and confidentiality.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | x |   |
| <b>Skills</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |   |
| Excellent communication and interpersonal skills.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | x |   |
| Ability to remain calm and composed under pressure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | x |   |
| Strong problem-solving and decision-making abilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | x |   |
| Empathy and sensitivity towards vulnerable individuals.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | x |   |
| Proficiency in using computer systems and software.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | x |   |
| Ability to work independently and as part of a team.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | x |   |
| Attention to detail and accuracy in record-keeping.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | x |   |
| Strong listening skills and the ability to provide emotional support.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | x |   |
| <b>Working Conditions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |   |   |
| <p>Regular travelling and able to travel countywide, including travel outside standard work hours and to areas that are not currently serviced by public transport. This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> <li>• Work Hours: Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.</li> <li>• Location: The primary work location is County Hall, with opportunities for remote work as per organisational policies.</li> <li>• Travel: Some travel within the local area may be required for meetings, site visits, and community engagement activities.</li> <li>• Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources.</li> <li>• Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.</li> </ul> |   |   |
| <b>Dimensions of the role</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |   |
| <b>Working Arrangements</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |   |

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Somerset Council's dynamic Working Strategy will be applied to this position

### **Corporate Accountabilities**

- 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.

Date: