

# Emergency Response Officer

Closing date: 17<sup>th</sup> December 2018  
Interview date: 8<sup>th</sup> January 2019



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# Applying For This Vacancy

Please read the information in this document before you complete your application form.

**You will need to make clear in your application form:**

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to the Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<https://www.bracknell-forest.gov.uk/jobs/applying-job/tips-online-applications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

## Any problems?

If you have any queries about your application, please contact the recruitment team at [Recruitment@bracknell-forest.gov.uk](mailto:Recruitment@bracknell-forest.gov.uk)

If you experience any technical issues with your application, please contact the Jobsgopublic support team at [support@jobsgopublic.com](mailto:support@jobsgopublic.com) or call 0207 427 8250.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.



We need an Emergency Response Officer to work in the Control Room helping our customers to feel safe. This includes dealing with alarm calls from lifeline customers, responding to Emergency personal care calls and out of hour's telephone calls.

You will also have the chance to be mobile and help our customers in the community responding to "no answers", helping customers who have fallen and responding to faults. You will also provide emergency personal care to customers in their own homes.

We need someone who can keep calm when it's busy and with an excellent telephone manner to deal with calls in a friendly and helpful way. We are looking for someone who will go the extra mile to ensure that we have satisfied customers.

You will also need to have attention to detail and be able to use our IT systems to extract information and log calls. Empathy and sensitivity are also vital when working with vulnerable people.

Please note that we work to a rolling rota and there are more lates and nights than earlys in the pattern. You will also need to be a car driver.

For further information or an informal discussion please contact a Control Centre Team Manager, on 01344 786 500.

Kind regards

Marney Ahmed  
Control Centre Team Manager

# Job Description

<b>Department:</b> People Directorate	<b>Section:</b> Forestcare
<b>Post Number:</b>	<b>Location:</b> Various
<b>Job Title:</b> Emergency Response Officer	<b>Grade/Salary Range:</b> Band H

## JOB PURPOSE

Forestcare is a 24 hour control centre providing services in four main areas

- Monitoring community lifeline alarms and residents alarms in sheltered accommodation
- Monitoring lone worker alarms.
- The contact point for Bracknell Council and partner agencies emergencies outside normal office hours.
- Respond to emergency homecare requests and provide personal care and assistance in individuals own homes.

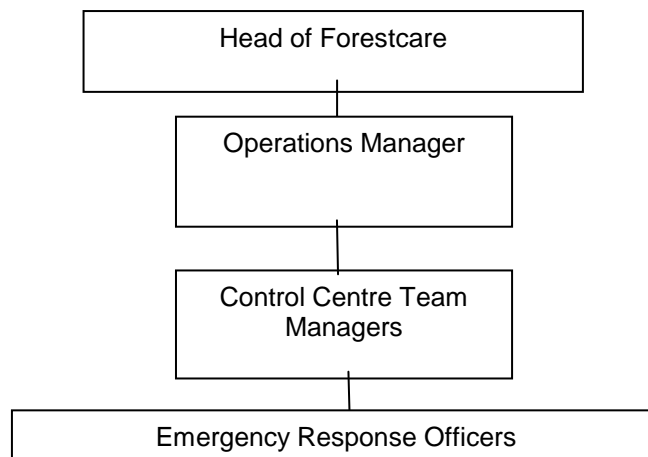
You will be expected to cover shifts over a seven day period. You will answer and respond to emergency and non emergency calls in line with set down procedures. All contacts will need to be recorded accurately.

This post is based from our Control Centres/Assisted Living Schemes. The purpose of this role is to provide emergency care and support in ways that are respectful, empowering and respond to individual needs and wishes, in a range of settings.

You will need to be proactive, enthusiastic and empathetic to the challenges faced by vulnerable individuals but also enable them to overcome such obstacles they may face.

Your actual working times will be on a rota which will include weekends and bank holidays.

## DESIGNATION OF POST & POSITION WITHIN DEPARTMENTAL STRUCTURE



## MAIN DUTIES AND RESPONSIBILITIES

### Assist with Control room tasks. To include:

- Answer a variety of calls at the Control Centre including alarm calls and log details on the appropriate system.
- To deal with telephone calls in a polite, sensitive and professional manner, respecting confidentiality and with an awareness of adult Safeguarding
- To action calls and resolve them to satisfaction of client and with minimal supervision.
- Assist with clerical and administrative duties.

### Care and Support

- Respond to person centred plans and, therefore, the needs and wishes of the individual which support personal comfort, dignity and well-being.
- Empowering and promoting and enabling personal development.
- Reflect and include individual risk management strategies.
- Enable and support maximum involvement of the individual in all aspects of decision-making in relation to their own life.
- To remain available throughout the night, for any individuals needing assistance.

Implement the Policies and Procedures of the Department and of the individual Services/Teams. To include:

- provision of personal care
- risk management
- record keeping
- person-centred approaches
- safe manual handling
- cleaning duties and checks

### Team Working

Ensure good communications within the whole Forestcare service so that the service to individuals is coordinated and safe. This includes completion of relevant paperwork and records.

### Liaison

Liaise with families and care providers in relation to the needs and wishes of the individual and in ways which comply with the requirements of appropriate confidentiality and individual choice.

### Personal Development

Participate in all appropriate internal/external training as identified through the supervision and appraisal system and utilise the skills and knowledge gained to improve services to individuals.

### General

Be aware of the requirements of services under Community Care legislation and Government requirements, in particular Valuing People and contribute positively to identify service development needs.

Be flexible in working patterns and be prepared to undertake any duties which are compatible with the nature of the post.

Such other duties as may from time to time be necessary and compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

You will be expected to be on waking duty for the whole period of your shift. A half hour break during the night is permitted to allow you to have food/drink, but it is expected that you remain alert to the needs of the individuals staying, at all times and you will therefore be paid your normal rate for this break.

You will be expected to attend at least one staff meeting every quarter depending on your shift pattern and supervision once per month which are likely to be outside of normal shift patterns.

You will also be expected to attend any training that is required for the role, which will take place during day time hours.

Supervisions take place on a monthly basis and you may be asked to attend these outside of your shift pattern.

#### **SCOPE OF JOB (Budgetary/Resource Control, Impact)**

To be aware that the support offered via Forestcare is scrutinised by the Care Quality Commission. As such, individual support staff has a crucial role to play in demonstrating empowering, flexible approaches to supporting the most vulnerable individuals in the community.

All employees working with vulnerable adults have a responsibility for safeguarding and promoting their welfare.

There is no supervisory responsibility but Officers are expected to be able to carry out their duties with minimal supervision.

The service is provided 24 hours, every day of the year which means the post holder will be required to work a shift pattern which will include weekends and bank holidays and may be adjusted to meet the needs of the service.

All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

# Person Specification

<b>JOB TITLE:</b> Emergency Response Officer		<b>SECTION:</b> People Directorate
<b>DEPARTMENT:</b> Forestcare		<b>POST NUMBER:</b>
<b>KEY CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications And Training</b>	<p>Good standard of literacy and numeracy to include a good level of spoken English.</p> <p>Experience or knowledge of individuals with support needs</p>	<p>English &amp; Mathematics GCSE (or equivalent) C Grade or above.</p> <p>Qualification in care.</p>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Previous experience of carrying out personal care ideally within a community setting.</p> <p>Good verbal and written communication skills.</p> <p>Skills to write clear and accurate reports as required for individuals.</p> <p>Ability to work with a range of individuals from a variety of backgrounds.</p> <p>A commitment to the principles of respect, independence, choice and inclusion and an understanding of the practical implications of this.</p> <p>Willingness and ability to undertake work related training and utilise new skills and knowledge to enable improved support.</p> <p>Understanding of and commitment to the requirements of safeguarding vulnerable adults.</p> <p>Ability to communicate clearly.</p> <p>Ability to apply initiative within work.</p> <p>Practical common sense and an awareness of the needs of individuals within the community.</p> <p>Must hold a full UK driving licence</p>	<p>Experience and understanding of working with vulnerable members of the community in an empathetic manner.</p> <p>Understanding of Social Care legislation.</p> <p>Knowledge of services available in the community.</p>
<b>Work-related Personal Requirements</b>	<p>Ability to relate to and empathise with vulnerable individuals.</p> <p>Good interpersonal skills.</p> <p>Able to cope in difficult demanding situations.</p> <p>Flexible but consistent approach.</p> <p>Ability to liaise professionally with families and other agencies.</p> <p>Receptive to new ideas and able to accept changes.</p> <p>Motivated and able to use initiative.</p> <p>Trustworthy and reliable.</p>	<p>Experience in community alarms or switchboards</p> <p>Experience in local government or voluntary agency.</p> <p>Experience in community based care.</p>

<b>Other Work Requirements</b>	Committed to Safeguarding of the welfare of vulnerable adults and able to work within the policies and guidelines of Services and BFC.  Remain alert to the needs of customers and the service throughout the whole of the working shift.  Physical ability to undertake safe moving and handling practices.  A satisfactory enhanced Disclosure and Barring Service Check.	
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# About the Department

The following link takes you to more information about our Department:

<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-departments>

## About Adult Social Care, Health & Housing at Bracknell Forest

Bracknell Forest is at the forefront of developing and delivering innovative services to vulnerable members of the community. What drives our highly regarded work is an underlying belief that every person matters, that everyone deserves the highest possible levels of care and support and that people deserve the opportunity to make choices that suit their individual needs. Finally, we recognise that what most vulnerable people need is the chance to live their lives as fully as possible without unnecessary intervention, but instead have access to appropriate support, assistance and rehabilitation.

At Bracknell Forest we believe passionately in our people who provide such vital services to vulnerable members of our community. This is no idle boast we invest heavily in learning and development, we are committed to multi-disciplinary working to help our teams deliver more effectively and feel a greater sense of achievement and recognition for their efforts. We have strong partnerships in place with PCTs and hospitals; we encourage our people to contribute ideas in regular informal and formal settings and we get our team members involved in decision making processes bringing their experience and front-line knowledge to bear influencing those decisions.

## Location

Forestcare

## Work Style / Parking

Your work style is "Fixed". This is primarily a desk bound role that requires the user to be in office location for most of their working hours. Further details of the workstyles can be found in the Council's Flexible Working Policy.

There is very restricted parking at our town centre offices. If you would like a car parking space when you start your employment with us we will send you an online form to complete. Please note there will be a charge for parking which will depend on your salary and working hours. You will receive further details from the HR department after a conditional offer has been made. To find out more information about parking at Bracknell Forest Council visit <https://www.bracknell-forest.gov.uk/roads-parking-and-transport/parking/bracknell-town-centre-parking>

Alternatively, the bus and train stations are nearby.

# Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

# Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.

We are **Adaptable** - we embrace change, and we are flexible.

We are **Resilient** - we bounce back from setbacks and we find a way to carry on.

We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

# Staff Benefits

Please visit <https://www.bracknell-forest.gov.uk/jobs/working-council>

# Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered as a permanent appointment subject to 1 month's notice on either side.

Offers of appointment are subject to right to work, satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

## Salary

The salary will be within the local Bracknell Grade BG-H. The grade range is £4,843 - £5,915 the starting salary offered will depend on your experience.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £129.8 per annum.

## Car Allowance

You are not required to provide a vehicle to undertake your duties as Forestcare provide Pool Cars when you need to make a visit.

## Working Hours

Your normal working week is 8 hours per week, 24/7 shift pattern

## Holidays

The annual holiday entitlement is 36.8 hours plus bank holidays.

Annual holiday entitlement increases with length of service (6.4 hours after 3 years continuous Local Government service, pro rata for part time).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). Pro rata for part time staff.

## Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

# More about applying

## References

On your application form you will be asked to provide the names and addresses of two people who will provide a reference. At least one should be from your current/most recent employer. If you are not currently working with vulnerable adults but have done so in the past it is important that a reference is obtained from the employer by whom you were most recently employed working with vulnerable adults.

Employment references must be provided by your current or most recent line manager and **will not** be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc

## Working in the UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

## Positive about people with a Disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

## Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

## Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

## Working with Children and Adults at Risk

Bracknell Forest Council is committed to safeguarding and promoting the welfare of children and young people/adults at risk and expects all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure) because it involves contact with (or access to data concerning) children/young people/adults at risk. On your application form, you will need to tell us about any spent convictions, cautions, reprimands or warnings which may later appear on your DBS Certificate.

To find out more about the application process for working with children, young people and adults at risk visit <https://www.bracknell-forest.gov.uk/applying-job/applications-work-children-young-people-or-adults-risk>

The Local Safeguarding Children's Board (LSCB) has responsibility for working together to oversee the safety and well-being of children and young people in Bracknell Forest. Find out more about the LSCB at <https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/protecting-children/safeguarding-children-board>

## What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/recruitment-process>