



ADUR & WORTHING
COUNCILS

Job Description

Authority:	WBC/ADC
Directorate:	Communities
Section:	Private Sector Housing
Post Title:	Community Alarm & Telecare Officer
Post Number:	0672
Accountable to:	Community Alarm & Telecare Manager
Management responsibility for:	NIL
Authority to liaise with:	Internal/External
Meetings attended on a regular basis:	
Work Style	Fixed/Flexible/Mobile

Principal purpose of job (role summary)

To work as part of the Community Alarm & Telecare team to provide an emergency alarm service to any resident of Adur & Worthing and surrounding areas with an identified need.

Main duties, tasks and responsibilities of post holder

1. Accept referrals for the alarm service either by telephone, in writing, or by email from any source and prepare a case file, enter details on the database & modem link to the control centre, and programme an alarm unit for each.
2. Make an initial appointment to visit the prospective customer to demonstrate the alarm equipment, decide on any other suitable equipment which would benefit that person. To install the alarm unit in the most appropriate place within the customers property.
3. Discuss all aspects of the alarm service with the customer, going through the Information booklet, the equipment instructions and contract so they can sign all paperwork e.g. VAT exemption, contract etc.
4. Work as part of the team, completing all admin and IT procedures as required and being part of the rota to give office cover during working hours.
5. Respond to Mobile Response calls during working hours and offer a same / next day fault repair service.
6. Complete programmed maintenance visits to all customers to ensure their details are up to date, that the equipment is functioning efficiently and replace equipment where necessary.

7. Asses each customer's wellbeing & lifestyles by completing a support plan and offering information about local and national service which may assist the customer to maintain independence. To update this where necessary after each visit.
8. Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
9. Undertake such other duties as may reasonably be allocated to the post holder, which may involve providing assistance in any section of the department as may be required from time to time.
10. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the post holder as a result of legislation, codes of practice or Council policies.
11. Promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Job Description agreed by:

Post holder: <i>(print name)</i>	
Signature:	
Date:	
Line Manager: <i>(print name)</i>	
Signature:	
Date:	
Executive Head of Service: <i>(print name)</i>	
Signature:	

Date:	
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