

# Job Description

## Lifeline Team Leader



Salary Grade:	7	Job Family:	Customer Services
Directorate:	Care & Lifeline		
Department/Section:	Lifeline		
Reports to:	Lifeline Manager		
Responsible for:	Line management for a team of LifeLine Advisors.  Responding to and resolving LifeLine emergency alarms calls and for ensuring the safety and welfare of vulnerable and elderly customers.		
Job purpose:			
<ul style="list-style-type: none"><li>• To manage the day to day performance of the Lifeline Advisor team, acting as a referral point to ensure service excellence; ensuring the service is fully resourced, maximising and developing the team to achieve this.</li><li>• To action the LifeLine alarm calls and offer support to meet the identified needs, and when required, the onward referral to other emergency services to ensure the safety and welfare of our customers is maintained at all times, 365 days a year.</li><li>• Provides a responder service to customers to establish where an emergency situation arises across the Peterborough area and take appropriate action in accordance to agreed processes.</li><li>• To remain calm, demonstrate empathy and understanding of the needs and circumstances of vulnerable customers, who are often in emergency situations or at crisis.</li><li>• Deliver the different requirements of the corporate contracts including out of hours housing repairs and out of hours Social Services Emergency Duty Team Adult and Children’s services.</li></ul>			
Core responsibilities:			
Line Management: <ul style="list-style-type: none"><li>• To line manage Lifeline Advisors, this will include all aspects of people management, personal development, training, supervision, one to one meetings, appraisals and disciplining etc in line with CKH policies and procedures.</li><li>• Ensure that adequate resourcing is on the rota to reflect the business needs, managing absence, holidays and resource gaps in order to maintain business continuity at all times.</li></ul>			

- Demonstrate strong and effective team work across the Lifeline management team including the smooth transition and handover of information between shifts.
- To participate in the recruitment and training of new starters.
- To undertake employee call monitoring (coaching) monthly with all team members, to deliver a quality service that promotes customer service.

#### **Service Management:**

- Assist the Lifeline Manager with the delivery of corporate client requirements.
- Assist the LifeLine Manager in the collation of performance reports.
- Ensure that resource responds timely and in line with TSA standards to all field based response requirements adhering to the Lone working policy and processes.
- Implement and co-ordinate Disaster Recovery, when necessary, assigning resource appropriately. In the event of a major emergency follow escalation protocols appropriately. Requirements may include and are not isolated to allocating resource or attending schemes and persons homes to install equipment and undertake welfare checks.

#### **Call Handling:**

- Respond to all emergency alarm calls to the Lifeline Centre, prioritising and taking appropriate action to ensure the welfare of vulnerable and often elderly customers are maintained. Accountability for the appropriate action taken for each emergency alarm activation.
- Adhering to each corporate contract's individual set of procedures and maintaining accurate records which will may be used as personal customer records by other agencies to deliver the correct service, such as health and emergency services.
- Making 999 calls when emergency services are required to deliver appropriate medical and emergency support. Liaising and notifying with relatives, carers, next of kin, internal & external agencies as appropriate (often in very emotional, stressful and delicate situations).
- Respond to lone worker calls, assess the situation and follow appropriate procedures to ensure the safety of employees.
- Attend as responder to customer's properties when necessary, providing appropriate support and applying risk assessment protocols in accordance with Lone working policies and procedures.
- Manage information in response to out of hours Social Services Emergency Duty Team calls for Peterborough and Cambridgeshire. Where appropriate to make a referral to the

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Duty Social Worker to action or direct the customer to the relevant agency/organisation. This service is for both Adult and Children's' social services.

- Arranging equipment faults for LifeLine repairs within set timescales to ensure our customers are not left vulnerable.
- Assess and prioritise out of hours housing repairs. Liaise with out of hours contractors on repair resolution and taking immediate action for emergency repairs.
- Promoting and selling the Lifeline service to prospective clients including the demonstration and installation of equipment as required. Where appropriate, identify additional Telecare needs and match technology to individual circumstances.
- Where Safeguarding issues are identified these are escalated appropriately.
- Exceed the service key performance targets on Cross Keys Homes and TSA standards.
- Maintain a high standard of team work and collaboration with other internal areas as well as external organisations and contracts.
- Adhere at all times to data protection and client confidentiality (data held of over 15,000 customers).

#### Key relationships:

- To line manage and motivate a team within Lifeline covering all aspects of performance in line with CKH policies and procedures.
- To take the lead on managing people, working closely with HR on all aspects of people management.
- Liaising with Social Services as the Emergency Duty Team out of hours call service across Peterborough and Cambridgeshire (dealing with sensitive and emotional information).
- Liaising with contractual internal and external Housing associations to arrange out of hours repairs.
- Reporting of Anti-social Behaviour for Cross Keys Homes and other defined housing providers.
- Liaising with internal and external care agencies and external lifeline providers.
- Liaising with Scheme Managers on all contracts.
- Liaising with our LifeLine customers, Kingfisher Court residents and corporate clients.
- Liaising with Emergency services in relation to LifeLine needs.
- Liaising with next of kin and other family members for LifeLine needs.
- Liaising with the Cross Keys Homes Incomes Team regarding LifeLine accounts.

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#### Dimensions:

- Service delivery including shift patterns between 7am and 11pm 365 days a year, including weekend and bank holidays. Aspects include often being the first point of contact for escalations within the Lifeline service outside of 'normal' business hours.
- Responsible for a team of Lifeline Advisors including all line management responsibilities including but not limited to performance management.
- Accountable for taking appropriate action in each and every emergency situation that presents, to ensure the health and welfare of our customers. Organise and dispatch the correct help. Emphasize and reassure the customer of the help that has been organised.
- Act as a sole responder to customers in their homes across Peterborough (who receive this service) for overnight emergency calls and accountable for situations that may arise in relation to the customer.
- Manage information in response to out of hours Social Services Emergency Duty Team calls for Peterborough and Cambridgeshire taking appropriate action to ensure the welfare and safety of adults and children.
- Having an understanding of the diverse telecare equipment available, the benefits of the equipment and the different processes for each piece of equipment which will activate alarms to LifeLine and require action.
- Evaluation of out of hours repair information as presented by the customer to identify if emergency repair response is required and taking action accordingly.
- Responsible for handling lone working emergency calls and taking immediate action to ensure employee safety.
- Alarm activations from 15,000 connections across Peterborough and other Counties with additional calls received from the out of hours repairs and Social Services Emergency Duty Team.
- Requirement for both office working and Field based activities (responder service).
- Line Management responsibility for a team of Lifeline Advisors.
- Lifeline supports approximately 35 SLA's/Agreements/Contracts.

#### Additional information:

- Cross Keys Homes is committed to safeguarding adults using services who could be at risk of harm and promoting their welfare. All employees and volunteers are expected to share the

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commitment. The organisation follows safe recruitment practices and the post requires an Enhanced Disclosure and Barring Service check.

- Flexible working may on occasion require aspects of the work to be completed outside of standard contracted hours to respond to the needs of a 24/7 operation.

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

## Person specification

Requirements	Essential Criteria	Desirable Criteria
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• A good understanding of confidentiality, data protection and security of client data.</li> <li>• Experience of monitoring the customer service delivery and performance of team members and giving appropriate feedback.</li> <li>• Customer Service delivery experience.</li> <li>• Experience of liaising with external agencies and services.</li> <li>• Knowledge of the needs of vulnerable people and clients and available support services.</li> <li>• Knowledge of health and safety regulations and procedures relative to work area.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a call center or community alarm service and TSA regulations.</li> <li>• An understanding of the telecare/telehealth industry.</li> <li>• A working knowledge of the Tunstall PNC6 call handling system.</li> <li>• Experience of working with older people and/or clients with special needs.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Direct Line Management experience.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Good proficiency in computer skills, able to use Microsoft Office and bespoke systems.</li> <li>• Ability to work effectively on your own; as a team member and with colleagues, across agencies.</li> <li>• Able to work in a busy environment, to make decisions and initiate action in a calm, efficient manner.</li> <li>• Ability to communicate clearly and with empathy, with clients who may be in crisis or have special needs.</li> <li>• Good written and verbal English communication skills, able to record information accurately &amp; concisely.</li> <li>• Ability to lead a team.</li> </ul>	
<b>Personal behaviours and style</b> We look for people who are committed to and demonstrate our core values of: <ul style="list-style-type: none"> <li>• <b>Action:</b> Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i></li> <li>• <b>Commitment:</b> Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i></li> <li>• <b>Excellence:</b> Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i></li> <li>• <b>Integrity:</b> Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i></li> <li>• <b>Teamwork:</b> Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i></li> </ul>		

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<b>Qualifications</b>	Good standard of education	
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• Able to work shift patterns including bank holidays, weekends and occasional nights.</li> <li>• Able to provide stand-by cover at short notice in the event of sickness, leave or other absences from colleagues (requirements may include cover 24/7 365 days a year)</li> <li>• Maintain a full, current driving licence.</li> </ul>	
<b>Document control:</b>		
<b>JD &amp; Person Spec prepared by:</b>	<i>Lorna Webber</i>	<b>Date:</b> 19.08.16
<b>JD authorised by (Director):</b>	<i>Tracey Lowndes</i>	<b>Date:</b> 19.08.16
<b>JD authorised by (HR):</b>	<i>Allison Long</i>	<b>Date:</b>
<b>Date last evaluated:</b>		

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