EXETER CITY COUNCIL

Job Description

JOB TITLE	**:** Home Call Officer (Part-Time)
GRADE	**:** C
POST NO	**:** 0355
DIRECTORATE	**:** Environment & City Management
UNIT	**:** Control Centre
REPORTS TO	**:** Control Centre Operations Manager
RESPONSIBILE FOR	**:** N/A
LIASION WITH	**:** Clients & their families, Housing Staff, Control Centre Staff, Social Services, Emergency Services & Carers

MAIN PURPOSE

To help provide a 7 day a week community alarm demonstration, installation and maintenance service.

MAIN DUTIES & RESPONSIBILITIES (MDR)

1. To demonstrate and install alarms in client's homes in the Exeter and surrounding area.
2. To respond to any urgent community alarm maintenance issues.
3. To assist in the testing, stock control and provision of dispersed alarms.
4. To complete contracts and documentation on behalf of clients.
5. To attend staff meetings and attend training as required.
6. To have due regard for client's welfare and report upon any safeguarding concerns.
7. To carry out such other appropriate duties as may be required by the Operations Manager within the grading level of the post.

DATE LAST UPDATED: March 2021

Person Specification

JOB TITLE : Home Call Officer (Part-Time)

GRADE : C

POST NO : 0355

DIRECTORATE : Environment & City Management

UNIT : Control Centre

Qualifications

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Good general standard of education. Able to produce clear and accurate paperwork and follow detailed instructions.	E	A, I, R
First Aid Training	D	A, I, C
Clean Driving License	E	A, I, C

Knowledge, Experience & Skills

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Dealing with the general public	E	A, I
Able to demonstrate ability to work with older age groups	E	A, I
Proficient in installing basic equipment following training	E	A, I
Work with the elderly or caring professions	D	A, I
To work under pressure – able to respond to a wide range of challenging situations	E	A, I

Other

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Confident – must be able to take charge of difficult situations	E	
Polite, customer focus & resourceful	E	

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Sympathetic – able to respond to older people in challenging and sometimes distressing situations	E	A, I, R
Self-motivated – able to work without direct supervision	E	A, I, R
Flexible – able to undertake additional work at limited notice	E	A, I, R
Willing to be called upon at any time (whilst on duty) to deal with an emergency	E	A, I
Good communicator – able to deal with older people often in challenging and distressing situations	E	A, I, R
Be able to work as part of a team	E	A, I, R
Common sense – ability to assess a situation and initiate a remedy	E	A, I, R
Must have unrestricted use of own vehicle whilst on duty	E	A, I
Be able to respond promptly from home in the event of an urgent alarm maintenance issue	E	A, I
Good hearing and clear speech	E	A, I
Physically able to lift, carry, stretch and reach to a reasonable level in order to fit alarms	E	A, I

CATEGORY: A: Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

DATE: March 2021