

## Job Description and Person Specification HomeCall Advisor

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Head of HR Services

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### Job Description

<b>Directorate</b> Customers and Communities	<b>Grade</b> C
<b>Service</b> Independent and Supported Living	<b>Job evaluation number</b> A3073
<b>Reports to</b> HomeCall Team Leader	<b>Responsible for</b> N/A

#### Job purpose and role

To provide a 24 hour call handling service across a range of different services, contracts and service level agreements.

#### Main duties and key result areas

- Deliver a variety of Call Handling Services including (but not restricted to):
  - Community Alarm & Telecare sensor alarm calls
  - Emergency out of hours calls
  - Repairs reporting calls
  - Referrals into Social Care services
  - Lone worker monitoring
- Deliver all Call Handling Services in line with the ILS Call Handling Standards Framework ensuring customer focused and professional service delivery at all times.
- Effectively manage time in response to call volumes to ensure the correct priority is being delivered to support call handling key performance indicators.
- Provide advice, support and guidance to customers whilst using customer profiling to influence decisions made around appropriate responses and follow up actions.
- Deliver each Call Handling Service in line with operational procedures and guidance in addition to the differing service level requirements of contracts and service level agreements, with a priority being an effective and appropriate response being provided with a clear focus on the health, safety

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and wellbeing of customers.

- Update & maintain all required recording and reporting systems for each Call Handling Service (eg written logs, spread sheets, housing management database, call handling database).
- To embrace the use of new information technology when introduced.
- Manage & maintain customer records on the PNC system, including the creation, amendment & deletion of records.
- Make pro-active calls to customers to update their information to support the required annual update.
- Update PNC records in relation to stock control status in response to daily activity (eg in-stock, installed, scrapped, repair, battery renewal date).
- On a daily basis co-ordinate activity in relation to faults on HomeCall scheme equipment ensuring that corrective action is taken and where necessary initiate escalation actions, whilst maintaining accurate records of all actions taken
- Maintain daily checks of customers who are temporarily absent from their home (eg in respite or in hospital), involving the provision of support upon returning home and signposting to additional services as appropriate
- Responding to customer enquires received through alternative communication methods (eg email & text), providing feedback on actions to be taken, appointments made or by directing the customer the correct person/section.
- Support the activities within the Business Continuity Plan by responding and reporting situations that may interrupt service delivery.
- Throughout, and before completion of each shift provide accurate handover/follow up records for the following shift to ensure and support the consistency of service delivery.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

### ALL employees are expected to:

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- Live the company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Undertake their duties with due regard to safeguarding our customers
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

Version No	Revision Date	Reason for Revision
1		New role

## Person specification

Attribute	Detail	Essential or desirable
<b>Skills and abilities</b>	Excellent communication skills both verbal and written	E
	Good IT, keyboard and numeracy skills with a high level of accuracy and attention to detail	E
	Able to deal with challenging or difficult situations effectively and make sound decisions to deliver a positive outcome for the customer	E
	Organise and manage own workload, effectively prioritise calls at busier times whilst maintaining quality service delivery	E
	Able to work as part of a team or on own initiative with a pro-active approach to problem solving	E
	Ability to work under pressure in a calm and professional manner	E
<b>Knowledge and experience</b>	Knowledge of the purpose and benefits of Assistive Technology services	E
	Knowledge of Microsoft Office packages	E
	Experience of delivering an excellent customer service	E
	Experience of providing contact centre and call handling services	D
	Experience of working in a performance based environment	E
<b>Qualifications</b>	Good standard of education (NVQ level 2/GCSE's or equivalent) or relevant exempting experience	E
	Customer Service Recognised Qualification (i.e. NVQ Level 2 in Customer Service or equivalent)	D
<b>Personal attributes</b>	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E