

Carephone Officer – Grade 6 - 7

Job purpose

To be responsible to the Carephone Manager for the provision of a responsive service to service users and/or carers who access the service through a Carephone or Helpline Service.

This role is based within [Adults and Health](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

Carephone Operation and Deployment:

- Operating the Carephone system on a rota basis in accordance with the procedure manual.
- Responsible for answering calls received at the control centre and to make the decision as to the most appropriate course of action.
- Respond to instructions and take appropriate action to maintain the effectiveness of the Control Centre.
- Assess and activate as appropriate, door entry systems for multi-dwelling buildings.
- Take appropriate action as necessary in an emergency, e.g., contacting key holders, emergency services, doctors, security agencies etc.
- Respond to all callers in a professional and positive manner.
- Be fully conversant with the Carephone Officer's manuals and protocols and to always follow their guidance.
- Provide, install, test, and demonstrate Carephone equipment in service user's own home and appropriate premises, including completion of appropriate documentation.
- Make appointments with other agencies, e.g., BT.
- Place orders as appropriate for telecommunication equipment or services.
- Collect or facilitate the collection of Carephone equipment from service user's and other homes or locations.
- Maintain, clean, and replace Carephone equipment as and when required.
- Contribute to the review of individual service user's needs as appropriate, and ensure any relevant information is passed to the appropriate team or officer.

Helpline Operation:

- Make initial assessment of caller's needs and refer to the service or other service areas or agencies as necessary, advocating on behalf of the caller.
- Help telephone enquirers to access appropriate services through the supply of relevant verbal or written information.
- Respond to telephone enquiries in a professional and positive manner ensuring that callers are referred to their required point of contact as soon as possible.
- Ensure that enquirers are signposted to the correct service points thereby ensuring appropriate maximum service take-up.
- Actively encourage equality in the access to service take-up.

Clerical/Administration:

- Undertake clerical and administrative duties associated with the Carephone/ Helpline and control centre work.
- Ensure new client information and other changes are entered onto the database's records as accurately and as quickly as possible.
- Ensure that client confidentiality is maintained and that procedures comply with the requirements of the Data Protection and Access to Information legislation.
- Record, assess and action requests for equipment maintenance and testing.
- Organise appointments and liaise with other staff (where required) for the installation of equipment/home visits.
- Maintain accurate records for monitoring purposes.
- Prepare basic reports and produce statistical and factual information where required.
- Participate in supervision, training, appraisal, and development opportunities as required.
- Progression to Level 2 Carephone Officer (Grade 7) is via assessment.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of responding to customer enquiries using the telephone.	Essential
Ability to demonstrate literacy and numeracy skills to produce reports, management information and keep accurate records.	Essential
Awareness of equality issues and their impact on service delivery.	Essential
Awareness of the issues involved in living / working in a diverse community.	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Understanding of the need to maintain the highest levels of confidentiality when dealing with information of a sensitive nature or related to members of the public.	Essential
Ability to use a variety of software packages, in particular Microsoft Office.	Essential
Ability to communicate effectively on the telephone with callers who may be distressed and/or in need of assistance.	Essential
Ability to deal with vulnerable clients in a sensitive and calm manner.	Essential
Ability to liaise with appropriate agencies in order to facilitate access to other services.	Essential
A flexible approach to working arrangements such as short notice shift cover and night shift working.	Essential
Willingness to continue further personal training and development and to agree a personal development plan.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

DBS check at the appropriate level

Able to work unsocial hours.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Social Care – Adults	Grading ID	21060/21080
Job ID	80100204	Last Updated	May 2023
Job Focus	No	Career Progression	Yes

Contractual Variants

DBS Category	Adult	DBS Type	Enhanced + Barred
Health Check	No	Politically Restricted	No
24/7 working	Yes	Public Holidays	Yes
Night Working	Yes	Alternating Pattern	No
Standby	No	Other	Shift Pattern
Checked by HR	M Lunn		