

RICHMONDSHIRE DISTRICT COUNCIL

SUPPORTED HOUSING

JOB DESCRIPTION

JOB TITLE	MOBILE WARDEN	POST NUMBER	SUPP HOUS 11-14
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MAIN PURPOSE OF JOB:

To be aware of the needs of Lifeline and Telecare customers and to provide or arrange assistance for them as required.

SUPERVISORY/MANAGERIAL RESPONSIBILITIES:

SUPERVISION AND GUIDANCE:

Mobile wardens refer all matters (other than routine day to day issues) to the Support and Improvement Team Leader

RANGE OF DECISION MAKING:

To provide appropriate first aid in emergency situations
To carry out appropriate level of action in a no contact situation
To summon appropriate assistance for customers ranging from routine to emergency situations
To organise with colleagues cover for call out duties and to report any difficulties to the Support and Improvement Team Leader
to take appropriate action when given information by Central Control for out of hours call outs

RESPONSIBILITY FOR ASSETS, MATERIALS, ETC:

All information relating to customers is to be regularly updated and kept in a secure manner
Keys for customers homes are kept with coded key fobs and the key list kept separately. Both the keys and the list are kept in a secure place.
Cash payments for Lifeline service from customers are receipted and paid in promptly
Council vehicle, small van, check fluid levels and tyres and report any defects to Senior Contracts Supervisor (Transport Manager)
Lifeline and telecare equipment storing, transporting and testing
Moving and handling of equipment
E-mail equipment

RANGE OF DUTIES AND RESPONSIBILITIES:

1. To visit each client at regular intervals according to their needs - at least once a month.
2. To maintain a written record of such visits and action taken, including testing the equipment.
3. To be alert to the needs of each client and note any changes in their circumstances.
4. To respond to requests for assistance from clients, ascertain the relevant details and initiate the appropriate action.
5. To take part in the on call duty rota to maintain an emergency response service.
6. To action information given by central control in relation to an emergency call.
7. In the event of not being able to contact a client, take appropriate action to ascertain their whereabouts and well being.
8. To demonstrate the merits of Lifeline and Telecare equipment and advise potential customers of the benefits of the service and relevant costs etc.
9. To provide accurate information pertaining to clients to central control.
10. To maintain accurate client records, to validate the information held relating to clients every 6 months, and to advise central control of any changes.
11. To complete client contact records, support documentation vehicle log sheets, call out reports and overtime sheets.
12. To maintain a record of the number, type and location of clients and provide the Support and Improvement Team Leader with this information at the end of each month.
13. To contact central control when commencing and finishing duties.
14. In exceptional circumstances, and when there is no other available help, carry out tasks such as collect prescriptions or get smaller shopping items. Under no circumstances are you to shop or carry out other such duties on a regular basis.

15. Report any accidents, dangerous occurrences or complaints at the first available opportunity to the Head of Supported Housing.
16. Provide back-up assistance to Sheltered Scheme Wardens and provide cover to their schemes as required.
17. Attend meetings and take part in training courses.
18. To undertake duties of a comparable nature and level of responsibility as may be required.
19. To demonstrate an acceptance of and commitment to the Council's Equalities and Diversity Policy.

CONTACTS:

Members of the public, doctors and nursing staff, social workers
 Support and Improvement Team Leader
 Area Housing Officers
 Repairs
 Community Office
 Councillors

SPECIAL CONDITIONS OF SERVICE:
 To work from home. To take part in a stand by rota to cover out of hours emergencies currently 1 week in 4.

COMPILED BY: *	ASSESSMENT DATE: *
COMPILED DATE: *	ASSESSED BY: *
POST GRADE: Grade 5	

Job Description
 agreed by postholder..... Date.....