

SOUTH DERBYSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

DIRECTORATE: Place & Prosperity - Housing Services

SERVICE: Careline – Supported Housing

POST TITLE: Fulltime Careline Control Operator (6 Month Fixed Term)

GRADE: Scale 3

REPORTS TO: Telecare Supervisor

The postholder will require an Enhanced DBS Disclosure

JOB SUMMARY

To provide a dedicated, sensitive, and responsive service to customers of the Supported Housing service and the Council's out-of-hours emergency service.

Receiving and responding to emergency calls received by the Careline Control Centre and initiating the appropriate action to respond to the incident whilst providing services in line with best value for providing an effective and efficient Telecare service.

MAIN DUTIES AND RESPONSIBILITIES

Specific

1. To facilitate the independence and wellbeing of service users by providing a service according to their individual needs and vulnerability.
2. To work as part of a Team, ensuring continuity of service information and providing a 24-hour service, 365 days a year, operating a shift system. The hours of work are an average of 37 hours per week, working two morning shifts, two evening shifts and two night shifts followed by 4 rest days over a 10 week rolling rota. You may be required on occasion to alter your shift or cover other shifts at short notice owing to illness.

Early Shift – 7:00am to 15:30

Late Shift – 15:00 to 23:30

Night Shift – 23:00 to 07:30

- responding to emergency from customers of the Supported Housing Service
 - responding to escalation calls from the Council's Out of Hours Emergency Service
 - initiating appropriate action in response to calls
 - providing support to Lifelines/Telecare clients
 - updating support plan spreadsheet with up-to-date information
3. To assess the nature of any call to the Careline Control Centre and, taking into account its urgency and provide the appropriate response.

4. To maintain up to date and accurate records of all service users, incidents and equipment connected to the Supported Housing service.
5. To prepare and provide statistical and other information, including reports on incidents arising, as directed.
6. To understand the role of other service areas and agencies and to liaise effectively with them, so that an appropriate level of service can be provided for service users. This will include advising and assisting service users on other services
7. To ensure that all enquiries are dealt with efficiently and courteously.
8. To program and test Lifeline systems and other equipment and to diagnose and report any faults as requested.
9. To respond to out of hours emergencies in response to the Council's Emergency Plan.
10. To be involved in tenant participation and consultation.
11. To update customers records at Careline Control Centre including Updating Data on PNC (Call Handling Platform).
12. To carry out tests on alarm installations in conjunction with the Sheltered Housing Support Officers or Careline Support Co-ordinators, where appropriate.
13. To provide clerical, administrative and computer data entry duties relating to the work of the Housing Services Division as and when required.
14. To undertake such other duties commensurate with the experience of the post holder and the grading of the post.

General

15. To ensure adherence to the Council's Health & Safety Policy.
16. To support, promote and comply with the Council's Equalities and Fairness Scheme when undertaking the duties of the post.
17. To comply with the Council's Employee Code of Conduct.
18. The post holder will at all times respect the sensitivity and confidentiality of any information that they may have access to regarding their clients/customers in adherence with Data Protection (GDPR).

Date Issued: 10th November 2025

Issued by: Telecare Supervisor.