

SOUTH DERBYSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

DIRECTORATE: Place & Prosperity

SERVICE UNIT: Housing Services

POST: Sheltered Housing Support Officer

GRADE: Scale 3 (Additional standby/call out payments)

RESPONSIBLE TO: Independent Living Supervisor

The post holder will require an Enhanced DBS Certificate (formerly CRB)

JOB SUMMARY

1. To provide cover for the Careline Support Co-ordinators and Careline Control Officers, especially in times of staff shortages due to holidays, sickness, training etc.
2. To work as part of a team to provide a dedicated, sensitive, needs based and responsive service to customers of Careline & Independent Living Services.

MAIN DUTIES AND RESPONSIBILITIES

General

1. To work as part of a team, ensuring the continuity of a 24 hour, 365 days a year, Independent Living Service including:
 - responding to emergency calls to the Council's Careline Service and initiating appropriate action
 - making routine calls/visits to customers in accordance with their assessed needs
 - responding to calls to the Council's out-of-hours emergency services
 - providing practical assistance in accordance with service procedures
 - responding to out of hours emergency calls on a rota "on call" basis.
2. To provide routine and emergency response visits to service users in their own homes when required in accordance with service procedures, including operating as part of a team providing out of hours cover on a rota basis.
3. To ensure all enquiries are dealt with efficiently and courteously.
4. In conjunction with the Independent Living Supervisor to produce statistical and other information as and when required.
5. To programme, test and install equipment related to the delivery of the Independent Living Service and the Careline Service. To diagnose and report any faults as necessary.

6. To carry out administration and data entry duties related to the work of the Independent Living supervisor/Careline Service and the Housing Services Division as and when required.
7. To understand the role of other service providers 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 services.
8. To ensure that all enquiries are dealt with efficiently and courteously.
9. To be involved in tenant participation and consultation where necessary.
10. To monitor health and safety, fire precautions and security at schemes, reporting any security or health and safety risks to the Independent Living Supervisor.
11. To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme when undertaking the duties of the post.
12. To comply with the Council's Employee Code of Conduct.
13. To ensure adherence to the Council's Health & Safety Policy and relevant procedures.
14. The post holder will always respect the sensitivity and confidentiality of any information that they may have access to regarding their clients/customers in adherence with General Data Protection Regulations (GDPR).
15. To undertake such other duties commensurate with the experience of the post holder and the grading of the post.

Date Issued: 17th December 2025

Issued by: Independent Living Supervisor