

# **SOUTH DERBYSHIRE DISTRICT COUNCIL**

## **JOB DESCRIPTION**

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**DIRECTORATE:** **Place & Prosperity**

**SERVICE:** **Housing**

**POST:** **Careline Support Coordinator**

**GRADE:** **Scale 3**  
**(plus, out of hours standby and call out payments)**

**RESPONSIBLE TO:** **Independent Living Supervisor**

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

### **JOB SUMMARY**

1. To work as part of a team to provide a dedicated, sensitive, needs based and responsive service to customers of the Independent Living Service
2. To respond to emergency calls generated by Careline when required to do so and take the appropriate action to resolve them.
3. To provide services in line with the provisions of the older persons Housing Related Support Contract with Derbyshire County Council

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **General**

1. To facilitate the independence and well being of service users by assessing and visiting according to need and vulnerability.
2. To work as part of a Team to provide a range of Independent Living services including:
  - introducing new service users to the service
  - Collating an individual support plan for each service user to help support them in areas such as welfare advice, signposting to services and liaison with other agencies.
  - regular proactive visits to service users as determined by an assessment of need.
  - six monthly review visits to service users
  - providing short term practical assistance in accordance with service procedures
3. To provide an emergency response 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.
4. To respond to reports of service user falls both in and out of hours, following service procedures to assist the faller.

5. To maintain up to date and accurate records of all service users, incidents and equipment connected to the Careline 24-hour control room.
6. To prepare and provide statistical and other information, including reports on incidents arising, as directed.
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.

### **Specific**

1. To test call monitoring equipment on a regular cycle.
2. Securing as necessary any communal premises in Supported Housing schemes.
3. To respond to out of hours emergencies in response to the Council's Emergency Plan.
4. To be involved in tenant participation and consultation.
5. Maintain and monitor health and safety, fire precautions and security at schemes, taking immediate steps to resolve HSW risks.
6. The postholder will, always, respect the sensitivity and confidentiality of any information that they may have access to regarding their clients/customers.
7. To ensure that customer care is a central dimension to service delivery.
8. To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme when undertaking the duties of the post.
9. To comply with the Council's Employee Code of Conduct.
10. To ensure adherence to the Council's Health & Safety Policy and relevant procedures.
11. To undertake such other duties commensurate with the experience of the postholder and the grading the post.

Date Issued: January 2026  
Issued by: Independent Living Supervisor