BritishRedCross

Job description and person specification

Independent Living Service Support Worker			
Salary level	1b	**Job reference number**	
Department	Independent Living & Crisis Response	**Division**	UK Operations
Work location	Home Based	**Reports to**	Independent Living Service Coordinator
Role duration	Fixed term to March 2028	**Last updated**	June 2023

Scale and scope of role

Direct reports	None	**Indirect reports**	None
Budgetary responsibility / accountability	None	**Accountability for other resources**	None
Reach and impact	Provision of a Telecare Response Service to vulnerable adults living across Hertfordshire covering a 24 hour a day, 7 days a week rota. There is the need to be flexible, working on a rota and shift pattern of 24 hours per week. Post-holders will be expected to respond to calls by attending Service User homes within 60 minutes across Hertfordshire.		

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives. Within the UK, the British Red Cross operates through over 3000 staff and over 20,000 volunteers.

The Independent Living (IL) & Crisis Response (CR) service (IL/CR) supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency, maintaining an extensive network of external relationships across health, social care, and emergency services.

Overall purpose of the role

To work flexibly on a 24 hour per week shift pattern, to respond to vulnerable adults who have Telecare alarms in their own homes, to provide practical and emotional support as appropriate.

Principal responsibilities

1. Service delivery

- To answer an alert from the Call Centre and arrive at the Service-User's home within 60 minutes.
- Work flexibly within a 7-day rolling shift pattern, covering a variety of shifts.
- Recording and reporting of activities undertaken and highlighting any changes in a Service User's condition and ensure that appropriate actions are taken if a Service User's health deteriorates.
- Liaise with family and other professionals to ensure that the needs of the individual are consistently met.
- Carry out risk assessments and provide information/advice to Service User's whilst respecting their individual dignity, choice and rights.
- Carry out follow-up welfare checks and visits as required and inform the office team of any issues that may need addressing.

2. Quality and performance

- To comply with British Red Cross Health & Safety policies including those on lone working, manual handling and infection control.
- To ensure Service Users' health and wellbeing is preserved and safeguarding policies and procedures are followed at all times.

3. Team member

- Adhere to policies and procedures regarding data protection and confidentiality.
- To undertake training as required and be prepared to travel within the area of Hertfordshire to attend any relevant meetings.
- Undertake any other relevant duties that may be required from time to time.
- Work flexibly around the needs of the service (evening & weekends/bank & public holidays).

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Person specification

NB: this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

	Requirements
Skills	> Excellent interpersonal and communication skills > Ability to work as part of a team and on own initiative** > Able to plan own workload** > Ability to deal with queries in a diplomatic, professional and confidential manner. > Good telephone manner > Ability to communicate with health and social care professionals

Knowledge (including education and training)	> Educated to GCSE level (or equivalent by experience) ** > IT literate** > Knowledge of supporting Service Users who may be disabled and/or frail, cognitively impaired and who may have dementia or mental health issues* (Desired but not essential).
Experience	> Participation in a multi–disciplinary team environment** (Desired but not essential) > Experience of delivering high quality services to the public > Experience of finding information through the internet and other sources > Knowledge of services provided by the NHS and Social Care* (Desired but not essential).
Competencies	> Full driving licence holder and access to vehicle** > Take responsibility for own and decisions and actions. > Knowledge of the Hertfordshire area (Desired but not essential) > Working knowledge of health and safety practices > Understanding of the Risk Assessment process (Desired but not essential)
Behaviours	British Red Cross Behaviours Framework – The below behaviours are expected of all British Red Cross Staff and Volunteers. FOCUSING ON PEOPLE IN CRISIS > Finds ways to define and continually improve services for people in crisis. ACCOUNTABLE FOR RESOURCES > Recognises and communicates to others our responsibility to our donors and supporters in maximising use of funds and resources. SEEKING INSIGHT > Finds those closest to the issue and investigates further. EMBRACING AND LEADING CHANGE > Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully.

	WORKING COLLABORATIVELY > Helps others to understand the common ground. COMMUNICATING AND INFLUENCING > Adapts their method of communication and message to suit a specific audience. LEADING AND ENGAGING > Consults the team / individuals on issues that affect them. DEVELOPING YOURSELF AND OTHERS > Supports other people's development by sharing knowledge, skills and learning. SOLUTION FOCUSED > Anticipates obstacles, thinks ahead about next steps and contingencies. MANAGING PERSONAL IMPACT > Role models' good behaviour to achieve the organisation's vision
Additional requirements	> Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic). > Ensure anti-discriminatory practice and promote diversity.

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme*.