

Role Profile

Job Title:	Careline Team Leader	Grade:	11
Department:	Place Delivery	Post no:	
Directorate:	Place	Location:	London Borough of Ealing

Role reports to:	Commercial Development Manager
Direct Reports:	1 Careline Supervisor and 17 Careline Officers
Indirect Reports:	
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

PURPOSE OF ROLE:

- To lead the Careline service responding to all incoming calls to a 24 hours a day, 7 days a week control room, carrying out installations and terminations of Careline equipment, investigation and discovery visits, conducting assessments and re-evaluations, and offering general support to Careline clients.
- To be responsible for the supervision, direction and development of staff, to manage sickness absence, poor performance, to attend/chair recruitment panels as required and produce paperwork for disciplinary and grievance cases.
- To oversee the training programme for all Careline staff and any new staff.
- To regularly review procedures and service standards to ensure they are aligned to best practice and are being followed.
- To support the Commercial Development Manager in the continuous improvement of the Careline service.

KEY ACCOUNTABILITIES:

- To be responsible for the day-to-day supervision, direction and development of the Careline Supervisor and Careline Officers to ensure the efficient delivery of the Careline service.

- To carry out regular supervision and performance management discussions with Careline Officers.
- To oversee the staffing rota and ensure sufficient cover is maintained at all times.
- To manage and work as part of an on-call rota to provide support and guidance in an emergency.
- To ensure the training programme is delivered and monitored in line with current standards.
- To actively monitor performance standards, KPIs and ensure procedures are being followed by Careline Officers.
- To manage sickness absence, poor performance, recruitment, and produce paperwork for disciplinary and grievance cases.
- To ensure the Careline service achieves, maintains and performs to all agreed industry standards (the Technology Enabled Care (TEC) Quality Standards Framework) during annual external audits.
- To continuously develop a range of IT systems including specialist call handling software.
- To implement and contribute to the continuous review of business continuity plans for the Careline service in the event of a localised disaster(s) or emergency causing office premises evacuation.
- To support a culture of continuous improvement by identifying operational efficiencies and constantly reviewing processes and procedures to ensure that they are fit for purpose and making recommendations to the Commercial Development team which will ensure that the Careline Control Room is able to provide a high-quality service to clients.
- To oversee stock management so Careline Officers have access to adequate supplies of telecare equipment and stationery in order for them to undertake their roles.
- To promote the service through effective marketing and advertising methods and attend events to demonstrate the service to prospective clients, professionals, and other audiences.
- To work collaboratively with key stakeholders relating to the delivery of the Careline service such as Adult Social Care and Resident Services.
- To resolve and respond to any complaints relating to Careline within corporate timeframes.

- To adhere to and review Service Level Agreements and ensure performance is monitored against these.
- To work collaboratively with Corporate Collections to ensure income collection is maximised and that there are efficient processes in place to maintain and monitor income collection, the charging policy, and other financial procedures.
- To ensure all duties are carried out in line with all relevant Council objectives, policies, procedures and processes, including but not limited to health and safety, equality and diversity, data protection, information security, financial procedures, code of conduct, and values and behaviours framework.
- To be available in the event of emergencies or incidents if required and provide occasional cover during staff shortage and leave periods.
- To carry out any other duties and responsibilities relevant to the post as required by the Commercial Development Manager.

KEY PERFORMANCE INDICATORS:

- To meet appointment, installation, assessment and re-evaluation targets
- To meet customer satisfaction targets
- To meet call response targets
- To meet response/attendance targets
- To meet referral targets
- Staff supervision and performance management

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Internal: Sheltered Housing staff, Regeneration and Housing staff, Social Services, Adult Services, Corporate Collections.
- External: Careline clients, Sheltered Housing tenants, Housing Association tenants, and their family and friends, Primary Care Trusts and hospital services, Advocates, Emergency services, Voluntary organisations, Contractors and their agents.

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- **People:** Direct management of Careline staff
- **Policy:** Corporate policy and procedure conformance and local procedure development

Person Specification

Key criteria – applicants need only address points with * please give examples.

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES:

1. * Detailed knowledge, understanding and ability to manage a 24/7 customer focussed operation.
2. * Good knowledge and understanding of current issues and best practice in the service area.
3. * Ability to manage a busy customer focussed team ensuring services are delivered to standards and key performance measures.
4. * Ability to use IT software and review systems to ensure they are developed and maintained.
5. Ability to work to tight deadlines, organise own workload and work own initiative, and carry out project management tasks efficiently.
6. * Ability to motivate the team and establish and maintain effective relationships with all key stakeholders.
7. Excellent presentation and communication skills, and ability to provide accurate advice.
8. * Ability to use IT systems to retrieve, manipulate, and record information accurately and concisely and produce reports for management.
9. * Knowledge of Technology Enabled Care (TEC) Quality standards and the auditing framework.
10. * Knowledge of the health and care agenda, safeguarding requirements and relevant legislation to ensure conformance to the Council's commitment and responsibilities for protecting vulnerable adults.

ESSENTIAL QUALIFICATION(S) AND EXPERIENCE:

1. * Experience of managing a telecare service, control room or a busy customer contact centre, preferably one that is operating 24 hours a day, 7 days a week.
2. * Experience of managing staff and their training and development, carrying out recruitment, following sickness absence, disciplinary and grievance procedures, and conducting one to ones and appraisals.

3. Proficient in the use of Microsoft Office and IT related software.

Values & Behaviours

Improving lives for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident's point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards