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| Post No. : | 6605  As per Vision HR system if existing post |
| Post Title: | Control Room Supervisor (Vitaline) |
| Directorate: | Adult Social Care |
| Division: | Care and Support |
| Section: | Vitaline |
| Reports To: | 4783 Team Leader |
| Location: | Phoenix Centre |
| DBS Status: | Enhanced check with an Adult’s Barred List |
| Grade: | Grade F |

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| Role Purpose |
| To supervise team in the day to day operational delivery of the Vitaline Service, to provide a responsive assistive technology service to vulnerable adults, including but not limited to, health and social care needs.  To induct new members of staff completing the process within Departmental Policies and Procedures providing support and training to either groups or individuals as and when required  To ensure that the service is of a high quality and that staff working within the service operate within Departmental Policies and Procedures  To give a clear sense of vision, direction and support to the Vitaline workforce and to service users reflecting person centred principles at all times.  To support the team in maintaining the registration with the assistive technology industry accreditation scheme (TSA) |

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| **Main** Duties and Responsibilities |
| • To assist the Operational Team Leader with day to day supervision and operational duties in order to ensure that targets are consistently met and that quality services are developed and maintained.  • To provide clear direction to all operational staff.   * To manage and appraise the team (IPA), as per Council procedures. * To prepare staff rotas and ensure sufficient staff are on duty at any one time guaranteeing continuity of service * To support the Team Leader in recruitment and selection of staff   • To assist in identifying areas for service development and improvement  • To monitor and review case information implementing correction of non-compliant data   * To produce regular reports for internal and external use. * To access and update information on Information Systems with the ability to manipulate data to produce statistical reports   • To assist in identifying areas for staff development both general and individual and to support this development.  • To support the organisation, development and motivation of staff so that they are capable of achieving the required outputs.  • To assist in the Control Room at busy times in order to ensure that quality standards are maintained.  • To assist the Team Leader in ensuring that client choices are adhered to at all times.  • To provide out of hours service that will respond quickly to emergency calls from individuals to prevent hospital admissions, including falls/lifting service  • To work in harmony with other agencies, both within and outside Blackpool Council who are concerned with the health and welfare of the Service User.  • To promote the rights of the individual and ensure staff are competent to receive and respond to requests for advice, assistance from members of the public and or other agencies outside core hours  • To assist Team Leader to maintain a safe, healthy and secure working environment completing risk assessments in accordance with corporate Health and Safety policies  • To ensure that accurate records are kept in line with statutory and departmental requirements  • To assist the Team Leader in ensuring that all systems are maintained are in good working order and that all faults are reported promptly.  • Recognising, understanding and responding to internal and external customer needs and expectations  • To ensure that records kept on shift are accurate, that work has been completed to the required standards |

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| Qualifications | Please mark which are Essential or Desirable  | E/D |
| * GSCE/NVQ2 or equivalent qualification to include Maths and English * Supervisory qualification e.g. ILM 3 (willingness to work towards and complete within 12 months) * NVQ 3 in Health and Social Care or equivalent qualification * IT based qualifications, e.g. MS Office 365ECDL, Clait or equivalent | | E  E  D  D |

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| Knowledge, Skills and Experience  Required | Please mark which are Essential or Desirable  | E/D |
| Knowledge   * Substantial knowledge of Telecare/Telehealth solutions and the role they play in enabling vulnerable adults to live independently. * Substantial knowledge of vulnerable adults (safeguarding) * Considerable knowledge of MS Office Package * Considerable knowledge of current general data protection regulations   Skills   * The ability to effectively plan and organise own and others workload to meet deadlines. * Proven ability to work using own initiative * Ability to form and maintain relationships with other professionals both within and outside Blackpool Council for the benefit of the service. * Excellent communication skills both verbal and written * Excellent literacy skills * Excellent keyboard skills * Proven ability to work effectively as part of a team * Ability to engage with a range of people and build positive collaborative relationships based on trust, reliability, approachability and respect. * Have the ability to problem solve identifying solutions for resolution. * The post holder must be able to demonstrate the ability to work effectively under pressure and in conditions where there are frequent interruptions   Experience   * Considerable experience in working in a telecare control centre environment or similar. * Substantial experience of working with vulnerable adults (safeguarding) * Considerable experience of database management | | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E |

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| Initiative and Independence |
| • To work to the recognised guidelines, professional standards, regulations and legislation  • Ability to resolve problems as they arise and take action to ensure that the operational needs of the services are met and maintained  • Flexible working requirement to meet the demands of the business  • To organise own workload and determine priorities |

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| Relationships/Nature of contacts |
| * Clients, family members and informal carers. Face to face, over the phone and email. This can be at times of heightened anxiety and distress (service user) * Members of the public * Multi agency teams - EDT, Council departments, emergency services * GPs, health professionals * Professional Accreditation Service –TSA * Stakeholders |

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| Responsibility for Resources (Financial, Physical, Capital, Information) |
| **Financial Resources**  None  **Physical Resources**  The following systems are currently used within the Control Centre to monitor the welfare of and to respond to  emergencies from vulnerable adults in Blackpool;   * PNC database * Telehealth platform   • Responsibility to maintain records that contain confidential information  • Accurate record keeping is up to date  • Ability to ensure that the service is achieving the recognised standard set by TSA |

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| Responsibility for People (including supervision/training of staff or clients) |
| • Management of team, undertaking IPAs.  • Ensure staff have a personal development plan in place and undertake all mandatory training  • Contribute to risk assessments and management of risk |

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| Mental and Emotional Demands |
| **Mental Demands**  • Home visits to service user  • Responding to complaints, comments and compliments  • Working in an environment that changes frequently, can be called away from planned workload  • Involves dealing with people who challenge either on the telephone or face to face   * Meeting deadlines whilst being constantly disturbed by enquires and telephone calls coming into the service   **Emotional Demands**  • Dealing with escalated situations with vulnerable service users and members of the public, who can be distressed. |

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| Planning Requirements |
| • Manage own workload to meet deadlines agreed with Team Leader  • Develop action plans to drive performance  • Workload allocation, service/procedure development, staff and service user  • Problem solving |

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| Key Facts and Figures |
| • Provide monitoring and emergency response service for vulnerable adults in Blackpool  • Target to respond to 97.5% of emergency calls through the system within 60 seconds.  • Target sets to action 99% of all emergency calls within 3 minutes of receipt.  • Target set to mobilise response within 1 minute of receiving emergency call through the system with 90% of arrival within 45 minutes.  • Flexible working as required within a responsive assistive technology service   * The role is required to be flexible to respond to the requirements of the service.   • Directly line manage 4 Shift Leaders and up to 20 Day Duty Assistants, multiple casuals and Emergency Housing Out of Hour Officers; shared with one other Supervisor post |

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| Working Conditions (This information is used to carry out any pre-employment medical questionnaires and to evaluate the Job Evaluation Working Conditions factor) | | | | | | | | | |
| Manager Assessment of Working Conditions (percentage of time involved) | | | | | | | | | |
| Manual Handling – Heavy Loads (over 25KG) | | 0% | Manual Handling – Light to Moderate (under 25KG) | | | 5% | Vibrating plant/ tools/ equipment | | 0% |
| Noise | | 0% | Repetitive work activity/ operations | | | 0% | Prolonged standing/ walking | | 0% |
| Prolonged sitting in a constrained position | | 0% | Confined spaces | | | 0% | Extremes of temperature (e.g. very hot / cold) | | 0% |
| Adverse weather conditions (e.g. frost, rain, etc.) | | 0% | Working at Height | | | 0% | Driving HGV/ LGV/ PCV/ Minibus | | 0% |
| Fumes, dusts, gases, etc. | | 0% | Solvents, oils, paints, de-greasers, etc. | | | 0% | Pesticides, herbicides, insecticides | | 0% |
| Detergent or other cleaning chemicals | | 5% | Biological hazards (e.g. vomit, urine, blood, sharps) | | | 5% | Display screen equipment | | 80% |
| The job involves working with (percentage of time involved) | | | | | | | | | |
| Plant and/or machinery | | 0% | Vehicles (including driving) | | | 5% | Electricity | | 0% |
| Welding | | 0% | Food Handling | | | 0% | Animals | | 0% |
| Working alone | | 0% | Working with vulnerable people | | | 20% | Working with people with special needs | | 0% |
| Working with members of the public | | 0% | Other (please state): | | |  | | | |
| Frequency of Risks that may apply whilst working in a people related environment | | | | | | | | | |
| Risk of Abuse | Low | | | Risk of Aggression | Low | | Risk of Injury | None | |

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| Vision and Values |
| Blackpool Council's new Council Plan outlines what our vision and priorities will be during from 2015 to 2020.  Blackpool might not be the biggest and the brightest but it isn’t without its challenges. We’ve have major social and health issues to deal with, whilst needing to develop and innovate so our town meets the changing desires of modern day audiences.  We need to take advantage of other opportunities - in fields like energy generation - with the same vigour our predecessors had, when building iconic attractions such as the Winter Gardens, the Tower and Tower Buildings, the Pleasure Beach, and of course the true one-off that is the Blackpool Illuminations. Our vision for Blackpool is that it will be: “The UK’s number one family resort with a thriving economy that supports a happy and healthy community who are proud of this unique town” **Our Priorities** We have two priorities:   * [Priority one - The economy](https://www.blackpool.gov.uk/Your-Council/Creating-a-better-Blackpool/Blackpool-Council-plan/Priority-one-The-economy.aspx): Maximising growth and opportunity across Blackpool * [Priority two - Communities](https://www.blackpool.gov.uk/Your-Council/Creating-a-better-Blackpool/Blackpool-Council-plan/Priority-two-Communities.aspx): Creating stronger communities and increasing resilience   Our Values   * We are accountable for delivering on the promises we make and take responsibility for our actions and the outcomes achieved * We are committed to being fair to people and treat everybody we meet with dignity and respect * We take pride in delivering quality services that are community focussed and are based on listening carefully to what people need * We act with integrity and we are trustworthy in all our dealings with people and we are open about the decisions we make and the services we offer * We are compassionate, caring, hard-working and committed to delivering the best services that we can with a positive and collaborative attitude |

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| Equal Opportunities:  We do our utmost to ensure that here is no unjustified discrimination in the recruitment, retention, training and development of staff on the basis of their age, sexuality, religion or belief, race, gender or disabilities. |