

Medequip Connect Job Description

Job Title:	Emergency Responder
Department:	London Barking & Dagenham
Accountable To:	Area Manager
Contract Type:	Permanent 24/7 Shift rotation pattern

1. Purpose of Job

- To make immediate response to alarm calls and make prompt attendance, assessing the care and support needs of people at risk and to provide or facilitate appropriate support.
- To lift clients from an uninjured fall using specialist lifting equipment to ease the burden from Emergency Ambulance Services.
- To undertake 'last resort' personal care tasks.
- To promote our service to individuals and organisations.

2. Key Duties

- To respond promptly to emergency calls to attend individuals in their own homes and sheltered accommodation and to assess and establish the nature of the emergency.
- To maintain a calm and professional manner when dealing with any customer whilst providing reassurance and emotional support as required.
- To undertake last resort personal care tasks if required and to maintain clients dignity and welfare.
- To perform risk assessment of client when fallen and lift clients when uninjured using specialist equipment (Mangar Elk).
- To undertake emergency maintenance/replacement of equipment to facilitate client safety.
- To respect the rights of Clients, and strive to establish and maintain their trust and confidence, and that of their families and personal carers.
- To comply with all Company risk assessments and to be responsible for notifying your line manager of any changes you think may be necessary.
- To notify the office daily of any changes or aspect of client care which warrants investigation or urgent action.
- To provide information and coaching to individuals in the use of their TEC equipment.
- To ensure that written records of all visits are kept on a contemporaneous basis.
- To maintain accurate concise and timely records of any visits made, time sheets and mileage sheets.
- To maintain customer confidentiality at all times.
- To participate in a weekly rota. This will include working weekends and Bank Holidays.
- To maintain the highest standards of integrity at all times.
- To ensure that there is effective communication between staff members.
- To work with your Manager in identifying your training needs and to attend all training as required by the company.
- To participate in Staff, Team and Management Review Meetings as directed by the Manager
- To conform to all Policies and Procedures laid down by the Company in respect of carrying out your duties and in other administrative aspects of the business, as relevant.
- To promote a positive image of the company and its services at all times.
- To undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the company, or meet the requirements of the commissioning body.
- To observe and comply with Company procedures and policies including Financial Regulations, Equality and Diversity, and positively implement the Company's customer care and complaints policy.

3. Health and Safety Responsibilities

All employees will ensure that they;

- Take care of their own safety and that of others.
- Ensure you maintain surveillance of your own health and report any concerns in accordance with procedure.
- Ensure that products, plant, equipment, vehicles and buildings are not damaged.
- Comply with health and safety procedures and instructions.
- Will not neglect, misuse, damage anything provided in the interest of health and safety.
- Assist by reporting to their Line Manager any hazard, accident, damage or defect in order that remedial action may be undertaken.
- Undergo any training or instruction to enable them to work competently and safely.

4. Key Working Relationships

4.1 External

Members of the public; service users; families of service users

4.2 Internal

Colleagues, Management, Managing Director and any other employees across the Company.

5. Disclosure and Barring Service

In order to protect vulnerable or elderly customers, it is necessary for the job applicant to apply for an Enhanced Disclosure from the Disclosure and Barring Service. The disclosure will determine whether or not an individual is permitted to undertake this role.

6. Information Governance

Information is a vital asset, both in terms of the clinical management of individual patients and the efficient management of services and resources. Information Governance plays a key part in supporting clinical governance, service planning and performance management. It is therefore of paramount importance to ensure that information is efficiently managed.

Information Governance is a framework to enable the Company to handle personal and corporate information legally, securely, efficiently and effectively, to deliver the best possible care. It is your responsibility, regardless of your employment status, to ensure you are aware of the requirements incumbent upon you and that you comply with these requirements during all company activities. Further guidance can be found in the Employee Handbook and the Information Governance policies displayed on the intranet.

7. Equal Opportunities Policy

The Company wholeheartedly supports the principle of equal opportunities in employment and our service provision. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible and that our service provision reflects this.

8. Other

This job description is intended as a general guide to the duties of the post and is not exhaustive. It may therefore be altered from time to time to reflect the changing needs of the company, in consultation with the post-holder.

Job Details:	
<p>Job Title: Emergency Responder (Part-time)</p> <p>Salary: Circa £TBC (can be established once number of call-outs has been confirmed. This is predicted to increase due to additional services, such as falls pick-up)</p> <p>Basic: £18,964 p/a plus any callouts/mileage</p> <p>£11.05 per hour for additional callouts £60.00 retainer per 24hr shift</p> <p>Each Shift consists of 4 guaranteed hours plus on-call/standby hrs (£104.20 p/day)</p> <p>Area/Location: LBBD</p>	<p>Number of jobs available: 4</p> <p>Is this a new post? Y /N</p> <p>Allowance: Use of Pool Car or 35p per mile business mileage allowance</p> <p>Bank Holidays: Paid at double time</p>
<p>Is the position –</p> <p>Permanent: Y /N</p> <p>Temporary: Y / N</p> <p>Fixed Term: Y / N If so, for how long?</p>	<p>Where is the position based?</p> <p>Local Office? Y / N</p> <p>On-Call from home? Y /N</p> <p>The position will be based from applicants home address, but attendance to the local depot will be required for training, equipment or admin purposes.</p>
<p>Details of Rota/Shift Pattern:</p> <p>You will work a 3 on 3 off rolling rota pattern (6 weeks) which operates on a 24/7 basis.</p> <p>Absence cover is necessary to cover colleagues dependent on operational requirements.</p> <p>Guaranteed hours to be worked between 7am and 7pm (including call-outs, training, promotional).</p> <p>On/off duty time: Team handover at 07.00hrs.</p>	<p>Days Per Week: 24/7 rota – Avg 3.5 days</p> <p>Hours Per Week: 14 plus On-Call hours</p> <p>Proposed Start Date: June 22</p>
<p>Is this post a replacement/maternity cover? Y / N</p> <p>Does the applicant require an enhanced DBS check at our expense? Y /N</p>	<p>Notes:</p> <p>Due to response times being dictated by TSA standards, applicants will need to live in/around the specified areas.</p> <p>Uniform & mobile phone supplied</p>
<p>Is there an auto-enrolment pension scheme available? Y /N</p> <p>Holiday Allowance: 29 days incl Bank holidays Increases each year with service</p>	<p>Must have driving licence and use of a taxed and appropriately insured vehicle for business use</p>