Job Title	Emergency Responder			Job Family	Grade
Reports to	Care Team Leader	Designation	Field	Care	A

Overall Purpose: To provide a high quality and customer focused emergency response service to meet the needs of customers within an Extra care scheme. To perform occasional reception duties within the scheme and support the housing management team during emergency situations, including evacuation of the premises.

Responsibilities and Outcomes

Key Responsibilities:

- Ensure that reviews of all personal details are undertaken for all customers and that all documentation is current and accurate.
- Communicate / consult with relatives, partners, advocates, friends, carers and other staff or agencies regarding the customer's health, and well-being
- Work in partnership with external agencies when dealing with a customer emergency.
- Provide high quality, responsive and personcentered services when dealing with an emergency that meet the physical, mental and emotional needs of customers, ensuring people have choice and control over their own lives.
- Ensure that personal emergency details are recorded, and incident notes are produced and communicated to the housing management team.
- Support the housing management team with emergency situation, including evacuation procedures.
- Support the housing management team with occasional reception duties
- Be aware of and follow Guinness policies and procedures, with particular attention to standards of customer service, health and safety and equality and diversity.

Key Outcomes:

- Customer needs met and treated and with respect
- Accurate records are maintained
- Effective links with housing management team to meet customer and service needs

Skills / Experience

Essential:

- Demonstrates a sensitive and supportive approach to vulnerable people, maintaining their dignity and self-respect at all times.
- Good communication skills – both verbal and written.
- Able to carry out personal care tasks e.g. Showering, bathing and toileting.
- Ability to work alone.
- Reasonable standard of administration – numeracy and literacy skills.
- Basic IT skills

Desirable:

- Experience of working with vulnerable adults in a similar setting.
- Basic understanding of CQC

Qualifications

- Health and Social Care Diploma level 2 or equivalent (desirable)

Other

Driving Licence Required	No
Mobile working required	No
Evening and weekend working required	Yes
OFFICE USE ONLY	
DBS REQUIRED	ENHANCED
DESIGNATION	SCHEME

Band Level

This is the description of the Band A performance levels within the Guinness banding framework. There may be some roles where the individual requirements are higher or lower, though overall the role falls within Band A.

People Skills

- Works cooperatively with others, building relationships in own area of work to deliver priorities.
- Communicates straightforward information, noting information and requests accurately, seeking clarification where needed.
- Uses language others will understand, adapts behaviour and takes reasonable steps to understand and respond to people with different backgrounds and needs.
- May produce and make alterations to standard documentation within an established framework.
- Recognises different needs, circumstances and points of view in others, and responds to these appropriately.

Planning & Achieving Results

- Plans on a daily basis and prioritises routine tasks under guidance.
- Accountable for completing tasks according to standards following policies, procedures and protocols.

Customer Service

- Thinks of simple ways of dealing with other's needs.
- Initiates action to resolve customer problems, responding to the needs and circumstances of the customer.
- Follows up to ensure that the service delivered meets the needs of the customer, keeping promises and commitments.
- May support external customers with requests for information within guidelines, routine needs or simple problems.

Problem Solving & Decision-making

- Deals with a range of basic problems as they occur, responding to immediate operational needs.
- Takes decisions within the context of a routine job environment.
- Chooses from appropriate options in response to work issues that arise, seeking advice and assistance in response to more complex issues.

Knowledge, Skills & Experience (Technical Knowledge)

- Work involves a variety of tasks that follow established sequences or procedures. Work requires basic skills acquired through training and work experience. Expected to hold or achieve NVQ level 2 within first year of appointment.

You are also required to undertake any other duties within your capabilities as may be reasonably required.