

JOB DESCRIPTION

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| Job Title | Senior CAS Officer |
| Position Number(s) | TBC |
| Department | Housing Management |
| Section or Service | Supported Housing - Community Alarm Service (CAS) |
| Salary | £27,300 - £32,100 |
| Hours | 36 hours per week – Monday to Friday |

DESIGNATION:

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| Responsible to: | CAS Team Leader |
| Employees directly supervised (if applicable): | A variable number of CAS officers and CAS casual staff. |

1. JOB PURPOSE:

Support the CAS Team Leader in delivering and maintaining seamless 24/7, all year round Community Alarms Services (CAS) that meet and reflect industry best practices for social alarm providers.

2. DESCRIPTION OF DUTIES:

Develop and future proof CAS in line with industry best practice.

Manage, support and directly work as part of the CAS team to deliver 24/7, all year round social alarm services.

Demonstrate and promote CAS services and equipment to potential customers and stakeholders.

Maintain audited compliance against industry best practice standards.

Undertake CAS stand by cover, as required.

Deputise for the CAS Team Leader.

To lead and manage the CAS team, resources and services to deliver appropriate 24/7, all year round services - including installations, maintenance, welfare checks, planned visiting, emergency response and a range of other related support services.

To manage, monitor and review the performance of the CAS team – including recruitment and induction, setting targets and objectives, monitoring KPIs, regular 1-1s and team meetings, performance reviews - and take appropriate actions to ensure achievement of agreed targets and deadlines.

To train and develop the CAS team to understand, programme, install and maintain equipment and promote services in line with industry best practice.

To directly work as part of the team to install, maintain and review equipment, carry out welfare checks, planned and emergency visits, and provide appropriate support to vulnerable customers linked to CAS.

To work with contractors, suppliers and third party organisations to deliver complex services and installations.

To assist customers and other agencies such as health and social services with assessments of individuals and advice on appropriate CAS equipment and services to support clients.

To demonstrate and promote CAS equipment and services to potential customers and stakeholders, in order to grow the service.

To regularly review, improve and update the service, relevant policies and procedures, and day-to-day delivery to ensure compliance with industry best practice.

To effectively manage CAS facilities, equipment, vehicles and resources.

To work in conjunction with the CAS and Finance teams to effectively collect income and

manage debt.

To organise and provide appropriate 24/7, all year round support and advice for the team as necessary.

To be part of the CAS stand by and on-call rota, as required (including, where necessary providing direct cover for unplanned absences).

To promote a positive image of the service and organisation at all times.

To investigate and respond to enquiries and complaints in accordance with agreed procedures. To assemble and provide regular performance and KPI reporting data, CAS newsletters and reports, and any other service related reports required for our customers, commissioners, Board and Senior Management teams.

To represent the service in related events, forums, projects and steering groups.

To comply with the health and safety duties of managers in the company's Health and Safety Policy, risk assessments and safe working guidance.

To comply with the decisions, policies and standing orders of the TMO and any statutory requirements such as Health and Safety, Equalities legislation and Data Protection.

To benchmark and keep up to date with information relating to changes in best practice and legislation affecting social alarms services and vulnerable client groups, and advise staff and customers on how this may affect them.

To appreciate that no job description can cover every issue that may arise in the post, and demonstrate willingness, flexibility and adaptability to carry out other duties which are broadly consistent with the role.

I agree to the above job description

Post Holder.....

Date.....

Head of Service.....

Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

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| Job Title: | CAS Senior and Stand By Officer |
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

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| A | Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace. |
| B | Essential qualifications/knowledge and experience: Knowledge and understanding of industry best practice for Social Alarm services. Experience of delivering services for vulnerable people in a similar setting. Experience of effectively managing a staff team in a performance focussed environment. Skills and understanding of how social alarm, CAS and Telecare equipment works. Strong and assertive leadership skills including the ability to lead a team to deliver desired objectives and outcomes. Strong understanding of good customer care, and a demonstrable commitment to continuous improvement. |

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| | <p>Ability to work with minimum supervision, and take ownership for the quality of own work and others.</p> <p>Ability to work as a team member with excellent interpersonal skills.</p> <p>Good verbal, IT and written communication skills.</p> <p>Strong and assertive leadership skills including the ability to lead a team to deliver desired objectives and outcomes.</p> <p>Ability to keep written and electronic records, make presentations, produce reports and give close attention to detail.</p> <p>Flexible and adaptable approach to working in both duties and hours, including weekend working, covering waking night shifts, and providing 24/7 management advice and support as required.</p> <p>Patient, calm, tactful and sympathetic but positive and assertive when appropriate.</p> <p>Resilient in coping with pressure.</p> <p>Good general health and fitness to undertake shifts and waking night duties.</p> <p>Ability to drive.</p> <p>Hold a clean and current full driving licence.</p> <p>Must be at least 25 years of age to be able to drive the TMO's vehicles (for insurance cover).</p> |
| C | <p>Essential other considerations:</p> <p>Must either live in Kensington & Chelsea, or alternatively be car owners who live near enough to Kensington and Chelsea to be able to carry out emergency visits within 45 minutes of being contacted.</p> <p>Be on standby from home (as required) to attend emergency visits within 45 minutes of being contacted.</p> |

| OUR VALUES | BEHAVIOURS | HOW RESIDENTS WILL FEEL |
|--|---|---|
| <p>PUTTING COMMUNITIES FIRST We put local people at the heart of decision making in everything we do.</p> <p>We seek to include and involve: all voices matter.</p> <p>We provide quality services that are responsive, effective and efficient</p> | <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work • I will reflect the views of the communities in my daily work • I will improve the service I provide through seeking feedback from others | <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input |
| <p>RESPECT We listen to everyone and value the personal experiences of people in our communities and of each other</p> <p>We adopt a fair, and involving approach regardless of any way in which an individual is different to us</p> | <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves • I communicate in a way that is respectful, encourages involvement and meets people's needs | <ul style="list-style-type: none"> • I feel my culture and background are respected • I have confidence that action is being taken • I feel I am treated fairly |
| <p>INTEGRITY We act with openness, honesty, compassion, responsibility and humility.</p> <p>We let people know what we are doing and communicate why and how decisions have been made.</p> | <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others • I am honest and transparent about the decisions I take • I follow through on the actions I say I will take and take ownership for communicating the outcome | <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me • I feel my perspective is listened to and understood • I feel my views are valued |
| <p>WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents.</p> <p>We want to understand, learn from each other and continually adapt</p> | <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve • I seek out opportunities to learn from my colleagues and build on good practice | <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments • I find it easy to access the services that I need • I feel the Council is open to new ideas |