



Ipswich Borough Council  
Job Description: **F80a**  
**HEARS RESPONDER**

**MAIN PURPOSE OF JOB**

Provide 24 hours a day, 7 days a week emergency, on-site response, to customers of the Home Emergency Alarm Response Service (HEARS) and tenants of Housing Sheltered Schemes who need emergency help, assistance and first-aid, without direct supervision.

**MAIN DUTIES**

1. Providing 24 hours a day, 7 days a week emergency on-site response to HEARS customers and Sheltered Scheme tenants who require emergency help. Usually first person to arrive on-site, thus requires rapid on-site risk assessment of customer and property, plus the taking of necessary decisions and resultant action, without supervision.
2. Administer first-aid (including resuscitation); undertake manual handling; use variety of lifting equipment (hoists and electrical lifting equipment); associated equipment and generally reassure/comfort person throughout.
3. Assess and deal with a multitude of often stressful situations, e.g. deceased customer serious blood or bodily fluid loss, etc. Comfort and reassure family/next of kin and ensure property is safe and secure before leaving, e.g. safe disposal of bodily fluid loss.
4. To liaise with emergency services, doctors, social workers, contractors, engineers, next of kin, etc., regarding a wide-variety of emergency and routine matters.
5. To undertake risk assessments and interview potential customers for the HEARS service, explaining the service in detail to customer and next of kin.
6. Undertake marketing of the HEARS service through presentations, road shows, over the phone, face to face and distribution of literature.
7. In the absence of Ipswich Borough Council Sheltered Scheme Managers, check the welfare of tenants and deal with or report any problems. Assist Fire Service with emergency evacuations from sheltered schemes and general liaison with other emergency services.
8. Undertake routine testing of customer's alarms; changing faulty equipment; programming/installing alarms and other equipment and advising customers on alarm usage generally, which will include administrative duties of updating customer records electronically.
9. Complete customer agreements and associated paperwork/systems to ensure that accurate information is maintained and recorded, which others will use in an emergency.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

## HEARS Responder

### Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Knowledge / Qualifications</b>	<p>5 GCSEs, or an NVQ Level 3 or/and 2 years qualitative experience in a related field</p> <p>Demonstrate understanding of the difficulties faced by the elderly and disabled</p>	<p>A qualification in nursing, caring or welfare provision</p> <p>A current First Aid at work certificate</p> <p>A current client based manual handling certificate</p>	Application / Interview / Test
<b>Work related experience, skills and competencies</b>	<p>Proven experience of working with the elderly and disabled in a nursing, caring or welfare capacity</p> <p>Proven experience of using Microsoft Windows (Word/Excel/Outlook) and retrieving and updating information on computer systems</p>		Application / Interview
<b>Personal skills</b>	<p>Ability to act promptly on own initiative, without direct supervision</p> <p>Ability to work effectively within a team</p> <p>Demonstrate effective communication skills both written and verbal</p> <p>Ability to maintain confidentiality at all times</p> <p>Ability to calmly obtain relevant information from people who are often elderly, emotional or upset, and use it to make accurate assessments</p> <p>Ability to empathise with the elderly and disabled and those that are distressed, angry or emotional</p>		Application / Interview / Test

<p><b>Special working conditions</b></p>	<p>Shift work covering 24 hours a day, 7 days a week, 365 days of the year</p> <p>Must live within the HEARS Monitoring and Responding boundary - see website <i>(unless prepared to respond on night shifts from an address within this boundary)</i></p> <p>Full valid driving licence</p> <p>Enhanced Disclosure and Barring Service (DBS) check</p> <p>Police vetting clearance</p>	<p>Willing to undertake additional shifts, sometimes at short notice</p>	<p>Application / Interview</p>
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