



Ipswich Borough Council
Job Description: **B94b**
Mobile Scheme Visitor

Main Purpose of Job

To cover for scheme managers when they are prevented from carrying out their duties short term whilst they are on: - sick, training, holiday or weekend cover is required.

Main Duties

1. Visit the sheltered scheme(s) contacting Control on arrival and check the answer phone messages, communication book, diary and any other notes from the Scheme Manager. Make a note of any cards from tenants stating their whereabouts and return these to the appropriate tenants.
2. Visit or intercom call each tenant in the scheme(s) accounting for any that are not in. This includes entering tenants flat when circumstances warrant it and completing use of master key form. Record all visits on the day register and note in communication book that this has been completed.
3. If a tenant has difficulties, quickly and accurately assess the situation, make the tenant as comfortable as possible. If necessary contact the emergency services, doctor etc and notify the Control Room. Record all incidents and relevant details in the scheme diary/communication book, respecting confidentiality and completing tenant file with personal information about incident for the Scheme Managers return.
4. Report any urgent equipment and building faults to the Control Room. Liaise with any contractors/engineers/visitors to the scheme(s) and care agencies, reporting to the Control room for advice/instructions. Record relevant details in the scheme diary/communication book, and contact control on completion.
5. Provide the Council face of the scheme to visitors.

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. All scheme visitors should be conversant with the notes regarding duties.

Mobile Scheme Visitor –Weekday

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications		First Aid Certificate Residential Care or Welfare qualification or equivalent skills / experience	Certificate / Application Form
Relevant experience/skills	Experience of listening to and understanding the needs of the elderly / vulnerable adults	Experience of dealing with confidential information Experience in caring for the elderly	Application form / Interview
Specialist knowledge			
Job Related Skills	Ability to record accurate information (messages, day register, equipment / building defects) Ability to deal calmly with emergency situations (eg a tenant in difficulty) Ability to communicate with people of all levels and external organisations		Application form / Interview
Personal skills	Ability to work as a team member and also on own initiative Good customer care skills		Application form / Interview
Specialist working conditions	Weekend/ Weekday working Driver with Car		Application form / Interview