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| JOB TITLE: | Emergency Response Support Worker (Carers Emergency Response Service) |
| EMPLOYMENT STATUS: | Permanent (37 hour contract) |
| RESPONSIBLE TO: | Senior CERS Officer/CERS Manager |
| SALARY/RATE: | £11.05 PER HOUR (Plus additional payments for being on Standby) |
| LOCATION: | This post will be based at our Head Office location: Pinewood, Bell Heath Way, Woodgate Business Park, Birmingham, B32 3BZ |

Who We Look For

Are you a **warm, personable**, and highly **motivated** individual?

Are you a **good communicator** and have a **passion** for what you do?

The CERS officer will work alongside the established team to offer reassurance and support to carers of **Birmingham**.

We place a high value upon **integrity, ethical standards**, and commitment to **excellence**

We seek applicants from candidates who thrive in a **fast paced** environment and who can bring their skills, **high standards** and **care experience**



What Does A Emergency Response Support Worker Do?

Job Purpose:

- The Emergency Response Support Worker is accountable for the provision of emergency care and support services as well as pre-planned appointments, as required by the clients of CERS.



Duties and Responsibilities:

- Provision of emergency and pre-planned care and support services:
 - Being available to respond to emergency situations as required by the CERS service.
 - Respond to emergency call outs, on a rota basis, in a manner consistent with Midland Mencap's policies and procedures.
 - Ensure that the emergency support needs as required by the client are met in line with their Care & Support Plan and Risk Assessments.
 - Maintain contact with the relevant On-Call Service to report any concerns.
 - Receive emergency calls on a rota basis
 - Attend to the client's emergency needs in a timely manner.
 - Liaise with other professionals to signpost to relevant services.
 - Completion of initial assessments (as well as ongoing completion and review of care and support plans and associated risk assessments) following a referral to produce an Emergency Care & Support Plan (should it ever be needed)
 - Undertake any other duties consistent with the objectives of the post, as required by the Manager.

- In fulfilling the above duties, the Emergency Response Support Worker will
 - Ensure compliance with all Midland Mencap policies and procedures as they relate to the provision of domiciliary care services.
 - Complete all documentation as required.
 - Ensure that timely and accurate reports on client services are provided as required by management.
 - Behave in all matters in a way that reflects the attitude, values and objectives of Midland Mencap.
 - Attend staff meetings, staff training and relevant staff appraisal sessions.
 - Strictly maintain the confidentiality of Midland Mencap clients.
 - Deal with telephone enquiries.
 - Need basic experience in the use of computers and IT equipment.

HEALTH & SAFETY:

- Ensure the Health & Safety requirements of the organisation and relevant legislation are met.
- Use safe working methods to maintain safe working conditions and avoid adverse effects on the health, safety and welfare of others.

OTHER:

- Demonstrate and promote Equal Opportunity principles in the work place.
- Never discriminate against a fellow worker or client on the grounds of gender, religion, nationality or sexual orientation.



SPECIAL CONDITIONS

- In order to facilitate meeting the needs of the CERS service, which operate 365 days per year, it is an essential requirement of the job that post holders will be required to work outside of normal business hours (8.30am to 5pm), on a rota basis. This could include evenings, weekends and Bank Holidays to coincide with client's needs.
- On shifts, to work under the direction of the Senior CERS Officer and to accommodate any reasonable request related to the amenity and security of the client.
- Emergency Response Support Worker will need to provide their own reliable transport to get to shifts.
- Emergency Response Support Worker will not, under any circumstances, drink any kind of alcohol nor take any kind of illegal drugs whilst working on a shift. Nor will an Emergency Response Support Worker attend a shift whilst intoxicated, being over the legal limit or affected by illicit substances.
- Emergency Response Support Worker will not leave a client unattended for any reason whilst on a shift unless requested to do so by the CERS Manager/On-Call.
- Emergency Response Support Worker are required to undertake relevant training.
- Observance of Midland Mencap's Equal Opportunities Policy will be required.
- Emergency Response Support Worker, whilst attending a shift, will not smoke.
- This job is exempt from the Rehabilitation of Offenders Act.
- The post holder will be subject to an Enhanced Disclosure with the Criminal Records Bureau and POCA and POVA check. The successful applicant will be responsible for the cost of the Enhanced Disclosure.

PERSON SPECIFICATION

| | CRITERIA | EVIDENCE |
|----------------------------------|---|-------------------------|
| EXPERIENCE | Desirable:- Practical experience of delivery of personal care. | Application & Interview |
| SKILLS AND ABILITY | Essential:- Verbal and written communication. Organisational skills including record keeping. Able to work by yourself and within a team environment. Able to provide sensitive and appropriate personal care to men, women and children. Having an awareness, understanding and willingness to meet the needs of people from different religious and cultural backgrounds. Be able to provide a service in a non-judgemental way to all citizens. Basic experience in the use of computers | Application & Interview |
| TRAINING | Essential:- Willingness to undergo training. NVQ Level 2 in Health & Social Care | Application & Interview |
| EDUCATION/ QUALIFICATIONS | Current Drivers Licence is essential with the use of own vehicle and Business Cover insurance | Application & Interview |

