Safe & Connected Response Officers Advert

The Safe & Connected Service provide high quality effective social alarm response to elderly, disabled and otherwise vulnerable customers in the community providing routine and emergency support on a 24/7 365 days a year, ensuring they deliver a service that promotes the dignity and wellbeing of all our customers.

We are currently seeking experienced Safe & Connected Response officers who will play a dual role in monitoring and receiving calls and also responding to calls in the community. Officers will. contribute towards the development of a culture within the service which is customer focused, committed to securing best value and to provide high standard services and the promotion of the Council’s core values including health and safety

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This post is exempt from the Rehabilitation of Offenders Act and will require an Enhanced DBS.

**About You**

The successful candidate will have clean valid full UK driving license (prior to starting the post). It is essential that you have a flexible approach to working arrangements, as you will be required to work considerable number of unsocial hours including nights and weekends on a rota basis.

You will possess good awareness and understanding of the issues
affecting vulnerable group’s i.e. elderly people, people with mental health
problems, challenging behaviour and substance misuse issues. You will also in
responding to all clients and offering support in crises situations where
necessary when advocating on the client’s behalf in emergency situations.

The ideal candidate will have experience of regularly working in client’s own homes on a 24/7 basis with colleague and dealing with emergency situations in a calm and sensitive way. This will include moving and handling using appropriate supplied health and safety equipment in accordance with manufacturer guidelines. Ideally, you will be
trained in and/or have knowledge of First Aid.