

Post title:	Ryecare Customer Advisor
Grade:	F
Responsible to:	Ryecare Manager
Staff managed:	None
Directorate:	Community Development
Service:	Housing
Job family:	C&S - Care & Support
Date of issue:	January 2023

Job context

The scope of Housing Services responsibilities covers the strategic housing function, housing policy, housing options and homelessness, private sector housing, energy efficiency, the 24-hour support service that helps people to stay safe and independent in their own home, housing development, housing support service, strategic community safety, corporate safeguarding, gypsy and travellers' accommodation, home improvement agency, counter terrorism (Prevent) and corporate parenting lead.

Ryecare offers customers the ability to live independently at home, while receiving the extra reassurance that help is available at the touch of a button. The call centre operates 24 hours a day, 7 days a week and 52 weeks of the year and is available for anyone who would like to feel safer in their home. The service provides a call unit and pendant with a button that can be pressed in case of emergency, automatically alerting the call centre who will provide immediate assistance.

The duties and responsibilities highlighted are indicative and may vary over time. The post holder is expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post.

Job Purpose:

Main point of contact for customers requiring help from the Ryecare lifeline service, answering emergency calls in a 24/7, 365 days a year contact centre, following procedures for each district, external organisation, or service for which Ryecare provides the service. These could be lifeline generated calls or emergency out of hours calls for our contract customers, who are located throughout North Yorkshire. All calls must be accurately recorded, emailed onto the appropriate organisation, and filed for audit purposes.

Operational management:

- Support provision of a 24 hour professional emergency call handling service for private and contract customers throughout North Yorkshire, the post holder is responsible for:

	<ul style="list-style-type: none"> • Respond to calls from lifelines and telecare and handling emergency calls via dedicated telephone lines for other contracts, ensuring that accurate details are recorded and communicated for each call handled. • Assess each call, determining which are priority emergency calls, remaining calm and caring even when pressurised and in stressful situations. • Act on and resolve issues on a diverse range of calls providing knowledgeable, professional, responsive answers to sometimes complex issues. • Resolve or where appropriate, escalating all calls, following protocols and procedures in place, either by responding directly to customer issues or seeking and receiving expert opinion. • Take relevant decisions without direct support (i.e., during out of hours) and following procedures where available or using professional judgement, whilst keeping concise but thorough records and notes of every event. • Operate Ryedale House security systems out of hours, including logging those entering and leaving the building. • Provide administrative support to the other departments in the Council under the supervision of the Ryecare Manager. • Deliver professional solutions to internal and external customers, providing advice, information, support, and guidance.
Strategic management:	<ul style="list-style-type: none"> • Support the Ryecare Manager to provide an excellent and professional customer service by continually looking at implementing new ways of working, challenging assumptions in the delivery of the service and ensuring customer focus. • Support the Ryecare Manager in promoting the Ryecare service at every opportunity, to grow the business within the local area as proposed in the Business Plan
Communications:	<ul style="list-style-type: none"> • Actively promote the Ryecare service. Taking calls from prospective customers in the Ryedale area, explaining the service fully and taking details of each enquiry • Form and build strong and collaborative partnerships across the region. Regularly dealing with a range of complex matters and an awareness of the organisation's major policy objectives, the post holder will have authority to act on behalf of the council, in respect of the Ryecare Service. • Deal with a wide range of customers and contracts throughout the North Yorkshire region. Staff must • Work extensively with others within the organisation and with contract customers throughout the North Yorkshire district, building and maintaining strong relationships.

	<ul style="list-style-type: none">• First point of contact for customers approaching the Council out of hours. Staff will help to resolve customer's issues throughout the North Yorkshire area, not just in Ryedale. Post holders, therefore, must have the ability to give advice to customers on a range of issues, whilst also handling emergencies.
Systems and information:	<ul style="list-style-type: none">• General administrative duties relating to the service, inputting confidential customer details, amending, and deleting records, setting up new accounts, revising and deleting accounts, reporting defective equipment for customers, and ensuring pro-active testing of all equipment linked to Ryecare, to safeguard customers.• Maintain and monitor a log of lone workers.• Effective and efficient use of IT and technology for the Ryecare Service.• Working with confidential and sensitive information daily and ensuring that information is appropriately stored, used, shared and retained in accordance with GDPR and information sharing agreements.
Safeguarding:	<ul style="list-style-type: none">• Carry out duties with full regard to the Council's equal opportunities policy and information governance.• Ensure that services are delivered in compliance with health and safety legislation and the council's health and safety policy by the implementation of safe systems of work and the application of established health and safety procedures.

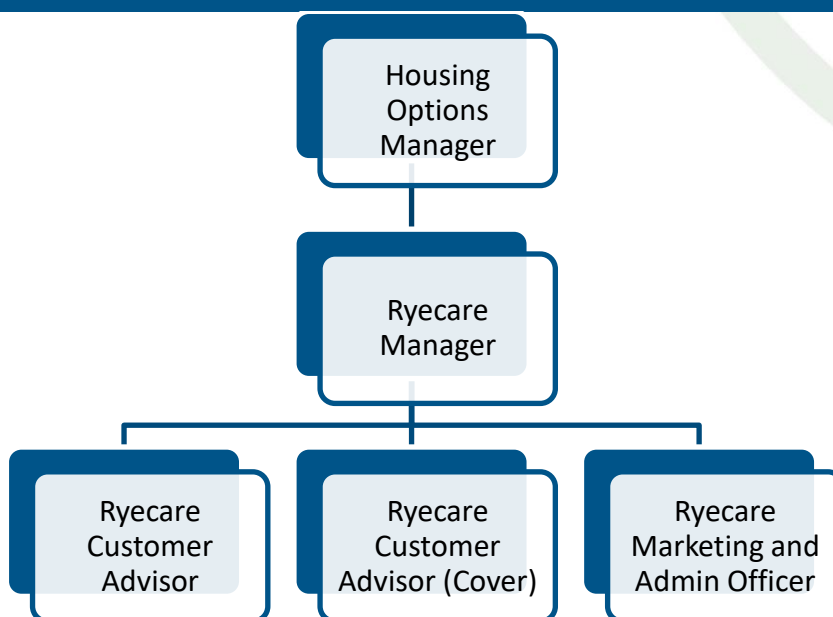
Person Specification:	
Essential	Desirable
Knowledge and Experience <ul style="list-style-type: none"> Awareness and knowledge and commitment to equality and diversity, health, and safety legislation and of safeguarding responsibilities. 	<ul style="list-style-type: none"> Knowledge and understanding of local government and of the areas of responsibility. Ideally experience of working in the care sector
Occupational Skills <ul style="list-style-type: none"> Excellent communication and listening skills, when handling sensitive and/or emotional situations, with the ability to show empathy, sympathy, employing tact and diplomacy. Able to seek, evaluate and process information to aid decision making. Able to exchange information, to solve problems and make decisions and to share the solution for the benefit of the service and team. Responsible and trustworthy Team player but also able to lone work. Ability to plan, allocate and evaluate workloads, determining work methods to achieve objectives. Must be able to prioritise in a constantly changing, challenging, and conflicting workplace. Numeracy and Literacy Skills 	<ul style="list-style-type: none"> Working with all members of the public. Working in a pressurised customer focussed environment. Ability to create, maintain and enhance constructive working relationships.
Behaviours Link	
Professional Qualifications <ul style="list-style-type: none"> Good standard of education. Level 2 English and Maths (or equivalent) Proficient in IT and willing to train to learn new IT skills 	<ul style="list-style-type: none"> Mental health training or experience of dealing with people with mental health issues. Counselling qualification or experience
Other Requirements <ul style="list-style-type: none"> Highest professional integrity. Emotionally resilient. 	

- Able to work shifts including nights, weekends, and bank holidays.
- Able to be flexible in relation to any changes and or additional working hours to cover shifts, particularly at short notice.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.