



Role Profile

This section provides key information relating to the role

Job Title:	Mobile Warden		
Post No:	P01805	Grade:	E
Team:	Independent Living service	Location:	Welwyn Garden City
Responsible to:	Team Leader		
Responsible for:	N/A		

Overall job purpose:

Providing a monitoring and mobile warden emergency response to our sheltered housing and community alarm clients living within the borough.

To provide a customer focussed, proactive response 24 x 7 for our community alarm clients and sheltered housing residents.

To ensure the dignity, security, privacy, confidentiality, rights and wellbeing of tenants in sheltered housing and within the community are respected.

To install and remove Lifeline alarm units in the community, provided by WHC for users who may be elderly, sick, disabled, or vulnerable.

Provide Lifeline service users with routine visits as per the established program.

Be available to deliver a 24-hour emergency support service to Lifeline service users and Sheltered Scheme residents of Welwyn and Hatfield.

Key areas of focus:

1.	To participate in the Mobile Warden rota covering 8 hour shifts and 16 hour standbys, covering overnight. This includes weekends and public holidays, all shifts involving lone working. Effectively utilise the Lone Worker equipment provided.
2.	To be available, sometimes at short notice, to cover the absence of colleague's, in cases of sickness or annual leave.
3.	To respond and deal with emergency situations with tenants, provide re-assurance/advice, to contact appropriate services i.e. GP/ambulance/Health and Community services.
4.	To liaise with the control centre and any external or internal departments or organisation to affect an amicable solution to any given problem or issue.

5.	To visit Lifeline residents on a routine basis in order to observe, assess their health, monitor their well-being and behaviour, document fully any change in general circumstances or health and advise the appropriate parties of any deterioration – this can include liaison with the GP, statutory services, family members or Next of Kin
6.	To check, install and/or replace dispersed Lifeline equipment/alarm systems as and when necessary or requested by the Team Leader/Control Centre Operator and reprogram emergency call equipment on site when required.
7.	To establish effective networks in order to co-ordinate the necessary services, both statutory and voluntary, to enable tenants to enjoy an independent quality of life for as long as possible in their own homes.
8.	To respond and deal with emergency calls from scheme residents and lifeline clients whilst on duty.
9.	To advise tenants of the availability of statutory, private and voluntary services in the borough, to signpost tenants on their rights to benefits and provide guidance on the complaint's procedures where appropriate.
10.	To ensure all tenancy matters are reported to the patch Neighbourhood Officer (Mixed Tenure) for them to manage and address as appropriate.
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to GCSE level or equivalent at grade C or above in English and Maths or can demonstrate substantial experience in a related field.	x		AP
Previous experience of working with the elderly and vulnerable	x		AP/IN
Knowledge			
To have gained a relevant qualification and training which has resulted in the acquisition of knowledge of: Safeguarding vulnerable children and adults Data protection Health and Safety		x	AP
Skills and abilities			
An understanding of the needs and issues of the elderly, disabled or vulnerable people living in the community	x		AP / IN
Ability to assess the complex and varied support needs of older people.	x		AP / IN
Good decision-making skill and ability to develop creative solutions to problems.	x		AP / IN
Good level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role. The ability to write concise, legible reports	x		AS
Excellent communication skills	x		AP / IN
Other attributes			
To demonstrate an understanding of the principles of equality and diversity	x		IN
The ability to converse at ease with members of the public and to be a good communicator.	x		IN

Ability to drive and access to a car	x		AP
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**Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview**

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.