



## Elderly Services Officer

### Salary :

Grade 4 - £ 24,416 - £ 28,571

### Team :

Customer & Place

### Responsible to :

Careline Manager

We are proud of being a leader in housing and providing outstanding services to our customers. Our staff are the reason we are able to achieve this.

We want people to join us who will help us grow, diversify, stretch our goals and achieve our vision of providing quality housing and services.

If you are interested in joining the Bolton at Home family we would like to hear from you.

## What is the purpose of the role?

Elderly Services Officers provide an effective, efficient care service for older customers through the provision of a 24 hour social alarm monitoring and mobile response service. The role is responsible for responding to a range of customer needs.

## Why is the role important?

This role is important to give our older customers the support they need to remain independent in their own homes. The role works within the 24 hour social alarm service and provides a response service to customers in their own homes.

## What's involved?

- Responding to occurrences relating to the delivery of the Careline Service to customers in their own home in accordance with set procedures
- Dealing with customer's queries to deliver solutions that best meet the needs of the customer
- Visiting customers to either demonstrate, install or repair a range of Telecare equipment, including completing all relevant associated paperwork
- Operate a computerised stock control system, including allocating stock, receiving returns, recording and re-allocating.

## What are we looking for?

- Excellent customer service skills with the ability to listen actively and empathise with vulnerable customers in a clear and simple manner.
- Demonstrate confident IT skills to utilise the Telecare equipment to enable customers to access the Careline service.
- Ability to physically move customers as required following appropriate training.
- Think on your feet, be decisive and have the ability to respond quickly to difficult and emergency situations.
- Good level of literacy and numeracy

## What you will need:

The ideal candidate will have experience in a customer service environment preferably dealing with older / vulnerable adults. An awareness of community alarm and warden call systems would also be desirable.

This post is subject to an enhanced DBS Check and you will need a full UK driving licence to undertake the role.

## Why choose Bolton at Home:

If you would like an opportunity to join our team and be encouraged to think and work differently we would like to hear from you.

## What we can offer you:



For more benefits please visit our Careers Site for further information  
[www.boltonathome/jobs.org.uk](http://www.boltonathome/jobs.org.uk)