ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Directorate of Resources

SECTION: Customer Services

Post Designation: Digital Health and Care Technology (DHACT) Monitoring and Response Officer

GRADE: So2

Purpose of Job:

To be responsible to The Performance and Operations Manager (Daytime or Out-of-hours Operations):

i) Provide a robust monitoring and response service to residents for the borough's Digital Health and Care Technology programme

i) Use, analyse, and interrogate data and intelligence from DHACTdevices and users to support a proactive, proportionate, and safe service offer.

(ii) Be a champion for the DHACT service and the wider Digital and Customer Services strategies within Customer Services.

(iii) Support and adhere to the council's values.

(iv) Work on a shift basis to maintain 24/7/365 service

Manages 0 Staff

This role requires a clean driving license for a manual car and is subject to an enhanced DBS check.

This role requires the post holder to have a reasonable level of physical fitness and good mobility, as it involves helping residents who have fallen or may be in other physically compromised positions.

This post requires the postholder to work a 12-hour shift pattern with two half hour breaks and a one-hour break. You will be working 4 shifts on and then 4 shifts off, 365/24/7

Main Duties

1. To monitor alerts from a range of DHACT sources, including health monitoring devices.

2. To assess and triage the nature of the alert and to act in accordance with guidelines and procedures.

3. To demonstrate high levels of care and service, including providing advice and assistance to anyone using DHACT and their networks (e.g. friends and family).

4. To support the remote monitoring element of virtual wards, through the monitoring of health devices, including liaising with clinical teams about health indicators and metrics.

5. Work closely with emergency services and other NHS teams, alerting them where appropriate and ensuring the well-being and safety of people with DHACT devices

6. To support the identification\collection of data to support where DHACT has provided benefits realisation, whether at an individual level (e.g. supporting a resident to be safe and well) or across the system (e.g. avoiding the need for an ambulance or hospital admission).

7. Work in close partnership and collaboration with our Joint Emergency Team (JET), engaging in two-way referrals and discussions where tasks are completed in the most efficient way in the interest of the resident.

8. Work in close partnership with our commissioned DHACT service provider, to escalate queries or concerns around DHACT devices and the data presented from them.

9. Analyse data trends and insights from the provider platform to monitor client behaviours and habits, enabling tailored responses aligned with predefined parameters to mitigate potential risks to the client. Collaborate with the NHS and other partner agencies to share insights for the benefit of both individuals and the broader system.

10. Critically analyze behavioral patterns, habit changes, and data trends to identify potential severe health risks (Red Flags) and other emerging health concerns, as indicated by monitoring data and equipment.

11. Visit residents to carry out welfare visits based on information provided through DHACT devices or as alerted by residents, friends or family.

12. To attend visits when alerted by JET, either as a joint visit or as a sole visit following clinical triage to undertake basic clinical observations. Feedback to JET or to contact medical services as appropriate.

13. Respond to incoming alerts from a range of devices as required, and make proactive and outbound contacts as needed against people's individual and personalised care and health needs

14. Undertake regular training in basic clinical observations and first responder status.

15. Carry out basic clinical checks on residents in accordance with agreed clinical governance and oversight procedures and assess the results against specific criteria. Alert JET (Joint Emergency Team) or health/care services as appropriate.

16. Provide immediate first response services in emergencies, attending to residents in their homes and offering necessary assistance.
Administer first aid as required, utilising health monitoring devices such as blood pressure monitors, thermometers, and oxygen saturation monitors.
Assist residents who have fallen or sustained injuries, including providing hygiene support if they have soiled themselves.

17. Potentially support the residents of other boroughs in the same way as with Greenwich's residents, if the DHACT service expands.

18. To work shift patterns, including overnights, weekends and bank holidays, as per agreed team rota. To have a flexible approach in order to cover additional shifts if required.

19. To visit people's homes in an emergency when alerted and help with their physical wellbeing, including the use of non-DHACT equipment such as lifting devices if a resident has fallen.

20. Maintain and ensure all equipment (e.g. lifting equipment) used to deliver the service is in good working order in line with the manufacturer's specifications. Raise and escalate any remedial actions or repairs required appropriately, either to community equipment suppliers or to the DHACT provider.

21. Keep accurate records of all contacts received and action taken, ensuring that incidents are escalated appropriately in accordance with procedures.

22. To liaise with Scheme Managers/Wardens/other care organisations and inform them of any incidents that have occurred and been dealt with in their absence.

23. To refer to follow-up action where necessary, including to other departments and outside agencies e.g., Escalating clients to Health and Adult Services, District Nurses, JET, Duty Care Managers, Tenancy Services and carers and relatives.

24. To use authorised vehicles in line with the FORS guidelines.

25. To retain safe custody of keys to people's homes, sheltered schemes and

other buildings, ensuring their safe keeping and return to the service at all times, logging and recording in accordance with agreed procedures.

26. To report as necessary any repairs or maintenance needed to devices or equipment in people's homes or sheltered settings.

27. To be an ambassador for digital technology in our health and care services, promoting the benefits and pride in our work to residents and partners.

28. To train and upskill new staff as needed in a range of tasks and on the technology platforms used.

29. To attend staff and other ad hoc meetings as required.

30. To carry out any additional duties not listed above but commensurate with grade as allocated by the Head of Customer Services.

31. To identify and alert any complex/safeguarding issues with relevant partners/agencies/departments.

32. To provision minor equipment (<£1000.00) from stock to customers where the need is identified and instruct the client in the proper use of the equipment.

33. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.

34. To carry out all duties with due regard to the provisions of health and safety regulations and legislation, Data protection legislation, the Council's equal opportunities and customer care policies, and any local agreements.

35. To perform all duties in line with Council's staff values, showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

Person Specification

Job Title	DHACT Monitoring and Response Officer
Grade	SO2
Service/Section	Customer Services
Directorate	Resources

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview
Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Method of Assessment	Essential/ Desirable
Knowledge		
1. Knowledge of services provided by Royal Greenwich.	AF/I	D
2. Knowledge of service provision for older or vulnerable people, including knowledge of Digital Health and Care devices including fall detectors, sensors and health monitoring devices including blood pressure monitors.	AF/I	E
Skills and Abilities		
3. A commitment to delivering Customer Service excellence and an understanding of the challenges in delivering a professional service within a diverse customer service role.	AF/I	E
4. Ability to respond effectively and be first person on scene in emergency situations. To render first aid appropriately to distressed or injured customers acting quickly, decisively and calmly to address emerging situations. To be physically fit and able to lift and carry equipment.	AF/I	E
5. Ability to work with minimal supervision and on own initiative with consistent accuracy and attention to detail	AF/I	D
6. The ability to communicate effectively, orally and in writing, with a diverse range of customers and stakeholders.	AF/I	D
7. Ability to remain calm under pressure and demonstrate resilience.	AF/I	E
8. Kind, compassionate and caring values to support the best levels of care for people we are working with.	AF/I	E
9. An ability to analyse and use data from a range of sources to come to the right way forward for residents, asking for help and support as needed.	AF/I	E
Experience		

10. Experience of working shifts and an appreciation of the need to work flexible hours and in a variety of locations to meet/manage customer demand, service requirements and workload.	AF/I	E
11. Experience of dealing with distressed, irate and aggressive members of the public in a sympathetic, calm and tactful manner.	AF/I	D
12. Experience of DHACT or call handling role, or experience of working closely with older or vulnerable people in a person centered way.	AF/I	E
13. Confident with using data to inform decision making and understanding how to use this objectively.	AF/I	E
Equal Opportunities		
14. Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF/I	E
15. Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	AF/I	E