

# Apprentice Carephone Officer - 43333

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Location: **Huddersfield**

Posted: **4th August 2022**

Employer: **Kirklees Council**

Role type: **Apprenticeship**

Entry Requirements:



**HAVE YOU GOT WHAT IT TAKES TO GROW YOUR CAREER AND HELP MAKE KIRKLEES SUCCEED? We're Kirklees – Earn Learn and Build a Career. The Care phones team installs a range of assistive technologies to support people to live independently in their own home. The equipment can be linked to the control centre so people can request help or sensors alert us to a problem such as a smoke alarm going off, someone has not taken their medication or someone vulnerable is leaving their property. The call handlers arrange appropriate support, re-assurance or response to all calls received.**

## Business

Kirklees Council

## Training provided

Customer Service Practitioner Apprenticeship Level 2

## Pay details

£9.18 per hour

## Hours

30 hours over 4 days plus off the job training

## Requirements

- Educated to GCSE standard (English and Maths grade 4 or above) or equivalent
- Able to demonstrate clear and effective speaking, listening and recording skills
- Able to demonstrate an aptitude for the skills taught in the Apprenticeship (for example through work experience, qualifications or references)
- A satisfactory Disclosure and Barring Service check due to regulated activity involving 'at risk' adults

## Minimum age

16

## Description

As an Apprentice Carephone officer you will be instrumental in ensuring services users have equipment installed to keep them safe at home and responding to requests for information and help from them. There is huge variety in the calls we receive from a need to access emergency support to deal with life threatening situations through to reassurance and test calls.

Alongside the call handling and installing aspects of the job you will also learn the administration skills to enable you to keep systems up to date, communicate effectively with internal and external agencies and analyse information and produce reports. The Carephone service is an integral part of social care within Kirklees and you will work in partnership with other care providers and clinical colleagues .

## How to apply

Please apply online [here](#)

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## To enquire about this role:

