

Grading

Job Description and Employee Specification

<u>Job title:</u> Casual Carecall Technical Officer	<u>Service area:</u> Trading Standard and Licensing
<u>Post number:</u> CRSO2998	<u>Division:</u> Community Protection
<u>Grade:</u> 5	<u>Section/team:</u> Security Control Centre
<u>Overall purpose of job:</u> Take day-to-day responsibility for all aspects of the care call alarm service to include promotion, development, demonstrations, advice, installation and maintenance of equipment for private clients throughout North Lincolnshire. On behalf of Adult Social Care, advice, identify, install and maintain telecare equipment. Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> Deal with enquiries and provide advice to members of the public, other council services and external agencies with regard to the care call alarm system. Provide advice on the most suitable telecare equipment and demonstrate the carecall alarm system to residents of North Lincolnshire, adult social care and external organisations. On behalf of Adult Social Care, identify, install and maintain telecare equipment as and when required, ensuring the service meets and maintains the requirements of the Supporting People SLA. Install and maintain care call equipment in the properties of private clients throughout North Lincolnshire. Ensure that all processes followed, and paperwork completed, complies with TSA standards. Liaise with the Finance and Administration Assistant to process all necessary administrative and finance documentation associated with the care call alarm service.	

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Programme new stock (carecall units, pendants, fall detectors, epilepsy sensors, pill dispensers, bed sensors, chair sensors, door sensors, key safes, smoke detectors, flood detectors) using technical equipment, and assign unique identification numbers to each.

Respond to critical maintenance and faults to ensure continuity of service.

Arrange collection and de-installation of care call alarm and telecare equipment from clients who withdraw from the service.

Attend regular meetings with Adult Social Care to discuss SLA performance.

Keep up to date with new technology through research and demonstrations to ensure the best possible options are available to clients.

Attend regular meetings with the Telecare Champions Group.

Knowledge, skill and experience:

- Technical skills and the ability to programme and install a variety of social alarm and telecare equipment such as Tunstall / Careium dispersed alarm units and associated bespoke telecare equipment such as epilepsy sensors, fall detectors, pill dispensers etc following individual manufacturers' guidelines and instructions.
- Knowledge and experience of TSA and their accreditation process.
- Well developed verbal and written communication skills, including good telephone skills
- Ability to deal with clients suffering with dementia/learning difficulties.
- Experience of working on own initiative and as a team member.
- Experience in customer care.
- Skills and experience in dealing with elderly/vulnerable client groups.
- Well developed IT skills and manual dexterity.
- Administrative/clerical knowledge.
- Good listening skills, a sympathetic nature and the ability to deal with members of the public sensitively, confidentially and in a polite, respectful and sensitive manner.
- Knowledge and experience of GDPR, organisation confidentiality guidelines and safeguarding procedures, together with the ability to apply them at all times.
- Ability to carry out dynamic risk assessments when visiting clients in their own homes.
- Ability to transport yourself and supplies of equipment around the North Lincolnshire area.

Creativity and innovation:

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Promotion and development of the care call alarm business using various marketing techniques, planning and delivery of presentations about the service to interested and potential client groups such as Mothers Union, Womens Institute, Community Groups etc.

Provide advice and support to Care Managers in Adult Social Care on appropriate types of telecare equipment to support individual clients, to ensure their continued independence.

Application of diagnostic skills in identifying equipment faults and addressing on-site maintenance issues through use of appropriate equipment.

Contacts and relationships:

Respond to service demand, contacting a variety of internal and external individuals and organisations, including clients, their representatives, other council employees, equipment suppliers, community groups and the general public on a daily basis.

Deal with enquiries/complaints from service users to rectify any issues.

Liaise with equipment manufacturers to discuss faults and organise training/demonstrations of new equipment.

Decision making:

Plan workload to meet appointment schedules and minimize travel requirements.

Determine the most appropriate equipment for each individual client to support their continued independence, taking account of individual needs, physical and mental capacity, layout and wiring configurations of properties. Research, advise and make recommendations on equipment options available in meeting the needs of Telecare clients.

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Responsibility for resources:

Financial resources:

Shared use of council vehicle and associated stock and fitting equipment (ladders, power tools etc).

Processing of payments for all new care call clients using handheld payment devices and return it to the office on a daily basis – up to £1000 per week.

Personal computer up to £400.

Mobile phone.

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Physical resources:

Shared responsibility for telecare and care call equipment comprising care call units, fall detectors, wandering devices, bed sensors, water overflow sensors, medication

dispensers and other devices held in stock in the Security Control Centre, Council or own vehicle, and for up to 3000 dispersed units installed in clients' properties.

WORK ENVIRONMENT

Work demands:

Work will require visits to clients and members of the public in their own homes, mostly through lone working, with a requirement for awareness of Health and Safety. The waiting list, installations and demonstrations result in conflicting priorities and some degree of flexibility is required, with occasional working outside normal working hours and at weekends.

Physical demands:

Work will involve the use of computer keyboards and VDU's, installation and de-installation of care call and telecare equipment; sometimes working in confined spaces and stretching to reach sockets, use of step ladders and power tools, travelling between visits to clients in all weather conditions and manual handling of stock.

Working conditions:

Work will be mainly in the homes of clients and members of the public, which can be dirty, smelly and contain household pets, and requirement to work outdoors when fitting keysafes, but also within a purpose built Security Control Centre, which is a secure environment with no windows.

Work context:

Lone working in properties of both established and potential care call clients, with some degree of risk to personal safety.

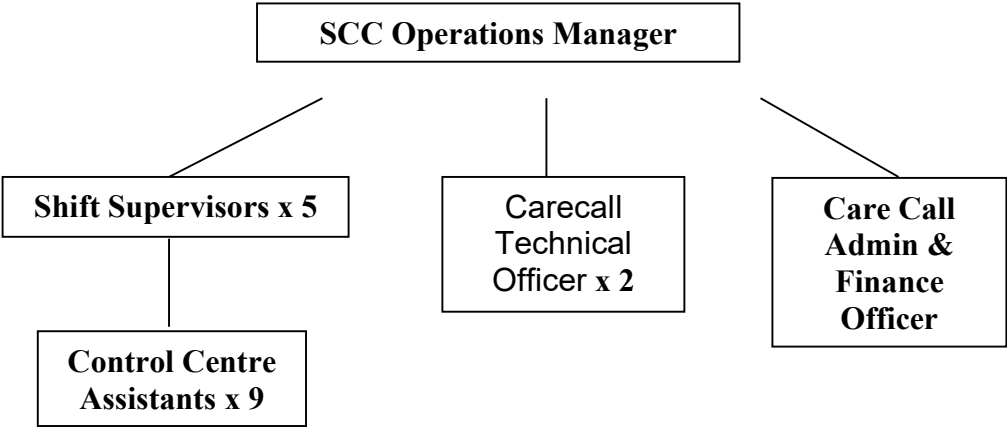
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Position in organisation:

Indicate how many staff the post is directly accountable for:

Are posts in more than one location? Yes ☒ No ☐



Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- IT skills/manual dexterity - Technical skills and the ability to programme and install a variety of social alarm and telecare equipment - Well developed verbal and written communication skills, including good telephone skills - Ability to deal with clients suffering with dementia/learning difficulties - Skills and experience in dealing with elderly/vulnerable client groups - Administrative/clerical knowledge - Good listening skills, a sympathetic nature and the ability to deal with members of the public appropriately - Ability to carry out dynamic risk assessments - Experience of working on own initiative and as a team member - Experience in customer care Skills and experience in dealing with elderly/vulnerable client groups. - Ability to deal with clients suffering with dementia/learning difficulties. - Skills and experience in dealing with elderly/vulnerable client groups.	
Knowledge, Skills and Experience	Interview
Education, Training and Qualifications	Original documents
Ability to transport yourself around the North Lincolnshire area	
Working Arrangements	Interview
- Use of computer keyboards and VDU's, installation and de-installation of care call and telecare equipment; sometimes working in confined spaces and stretching to reach sockets, travelling between visits to clients in all weather conditions and manual handling of stock - Lone working in properties of both established and potential care call clients, with some degree of risk to personal safety	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- Knowledge & experience of TSA and their accreditation process - Knowledge and experience of GDPR and organisation confidentiality guidelines/ safeguarding procedures	
Knowledge, Skills and Experience	Interview
Education, Training and Qualifications	Original documents

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Working Arrangements	Interview
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THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☐No ☐

Political restriction

Yes ☐No ☐

The ability to speak fluent English under the Immigration Act 2016

Yes ☐No ☐

• Version Control

Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021