

Telecare Assessment and Installation Worker

Role Profile

Role Purpose

To undertake assessments to identify appropriate equipment and requirements of customers in order for them to remain independent and safe within their home and community.

To assist in preventing hospital admission and facilitating earlier and safer discharge by providing equipment as part of a holistic approach to service provision.

To undertake assessment activities in conjunction with colleagues from Social Services, Housing and Health and actively promote the use of equipment as a primary source of support.

Key Relationships

Line Manager:	Co-ordinator, Resource Manager
Direct Reports:	None
Other:	Service users, families and carers, colleagues, partner organisations, emergency services, health colleagues

Main Accountabilities and Responsibilities

Key Tasks

1. To accept referrals directly from colleagues within Oldham Council and other Team Oldham (including health) colleagues where further assessment or advice on the benefits of Telecare may assist in achieving the aims as set out above.
2. Be responsible for the assessment and installation of equipment in a variety of settings.
3. To explain to individual customers and carers, how particular Telecare equipment works and to be able to demonstrate the equipment.
4. To be able to communicate the workings and benefits of Telecare to both professionals and the wider public.
5. To support the coordinator in delivering equipment and Telecare presentations and training the staff.
6. Be responsible for monitoring equipment levels.
7. To provide initial training and ongoing support to both the customer and carer during and after the process of installation.
8. To monitor, evaluate and review Telecare within a period of 4-6 weeks following installation.
9. To keep up to date records as required by the company.
10. To participate in staff development and training as appropriate and use supervision to ensure and effective service is provided.
11. To ensure that services are provided in accordance with company standards and equal opportunities with due regard to health and safety requirements.

12. To incorporate Equal Opportunities Policy and anti-discriminatory practice in all areas of work.
13. To carry out other such duties as required by Line Manager.
14. Be able to work flexibly if required to.
15. Demonstrate ability to be involved with the evaluation of the service and contribute to the development of the service.
16. Be responsible for the security of equipment.
17. Ensure that legal requirements and the company policies and procedures on health and safety at work are adhered to by all staff.

Standard Duties

1. To actively promote the Equality and Diversity Agenda in the workplace and in-service delivery.
2. To uphold and implement policies and procedures of the company; including Customer Care, Data Protection, Finance, ICT, Safeguarding, Health and Safety, Complaints and Compliments policies.
3. To actively engage with the behaviours and values of the company.
4. To adhere to the relevant quality standards.
5. To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
6. To undertake any additional duties commensurate with the level of the post.
7. To suggest areas for service and process improvement.

Special Conditions

1. DBS Disclosure Required – Enhanced.
2. The MioCare Group operates a No Smoking policy. All staff are required to comply with this policy.

Person Specification

	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method (AF/I/T)*
Education and Qualifications	Good standard of literacy and numeracy.	Trusted Assessors Award or the willingness to work towards.	AF/I
Experience	Experience in completing assessments within people's home environment.	Experience of working with social alarms.	AF/I
	Computer Literacy working knowledge of Microsoft Office.		AF/I
	Experience of working with handheld power tools.	Basic electrical knowledge (wiring plug, etc).	AF/I
	Experience of working in an adult social care provision and supporting people who are vulnerable.	Basic Telephone connections (extension leads, adaptors, broadband filtering, etc).	AF/I
	Experience of working in a customer focused environment and communicating with a variety of people, face to face.		AF/I
	Must have an understanding of partnership working between social care, health and housing agencies.		AF/I
	Must have knowledge and understanding of Telecare equipment and systems.		AF/I
	Have experience of assessing the needs of vulnerable people.		AF/I
	Demonstrate a clear understanding of the range of needs of carers, older people and adults with disabilities.		AF/I
	Experience of carrying out clerical and administration tasks.		AF/I

<p>Skills and Abilities</p>	<p>Identify and act on solutions to problems, dealing confidently with difficult situations.</p> <p>Ability to work alone or as part of a team and own initiative.</p> <p>Ability to understand the process of risk and be responsible for completing risk assessments and deal with risks appropriately.</p> <p>Ability to work without the need for routine approval of day to day decisions and actions from a manager.</p>		<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p>Knowledge</p>	<p>Knowledge of Telecare Sensors including (Virtual) solutions.</p> <p>Knowledge of Activities of Daily Living (ADL) solutions.</p> <p>Knowledge of health and safety legislation.</p> <p>Knowledge of company policies and procedures.</p> <p>Knowledge and understanding of issues relating to the use of Telecare in a supported environment.</p> <p>Knowledge of issues relating to the care and support of vulnerable people.</p> <p>Knowledge and understanding of the key issues involved in assessing and meeting the needs of customers.</p>		<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>

<p>Work Circumstances</p>	<p>Required to work flexibly to meet the needs of the service and requirements of the post.</p> <p>Able to travel to various venues.</p> <p>Will be required to work at heights and will be required to undertake relevant training.</p> <p>May be required to work outside in various weather conditions.</p> <p>This organisation operates a No Smoking policy.</p>		<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
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***AF – Application Form, I – Interview, T – Test**

Any candidate with a disability who meets the essential criteria will be guaranteed an interview.