

Leeds City Council

Job Description

Job Title:	Tele Care Installation and Response Technician	Salary	£17,333 to £19,317
Service Area:	Tele Care - Assistive Technology Services	Grade	B3
Directorate:	Adult Social Care	Date:	May 2014
Responsible To	Tele Care Service Manager, Operational Manager, Team Manager and Senior Response Centre Operative		
Responsible For	N/A		

CORE VALUES, AMBITIONS AND GOALS

As a Council our Ambition is to be the best City Council in the UK

Our behaviours will be influenced by our values of;

- Working as a Team for Leeds
- Being Open, Honest & Trusted
- Working with Communities
- Treating People Fairly
- Spending Money Wisely

Our Vision

Our vision is "Better Lives for People in Leeds".

Our goals

"Better Lives" is about a range of positive changes we are working towards in Adult Social Care over the next few years to improve the lives of people who use care and support and wider services in Leeds.

This can be divided into three main strands:-

Better Lives through enterprise – stimulating the social care market and increasing social capital to increase the range of choices for people

Better lives through Housing, Care and Support – working to ensure that people can stay living in their own homes as long as possible

Better Lives through integration – Adult Social Care and Health services working more closely together to support people

Job Purpose:

Telecare facilitates emergency access to a range of services and support for customers who are connected, via the alarm equipment, to the Tele Care Control Centre.

The purpose of the job of Tele Care Response and Installation Technician (TIRT) is to install, maintain and repair "plug and play" telecare equipment in customers' place of residence, and to provide mobile response for those customers who do not have a family member/friend to provide this role. Planned reviews of customers, to check equipment is in working order and in use by the customer are carried out by the TIRT.

The TIRT provides support and information to social care and health staff, family and any other third party on the use of telecare equipment and contribute to, as required by team/operational manager, training and promotion of the service.

Mobile response will be provided, as directed by Control Centre Operators, to alerts from the customer or the equipment.

The role is also to respond to reports of faults, resolving these by telephone contact or by replacing units. Stock duties, including cleaning in accordance with COSHH regulations, and administrative duties are included in the role.

Completion of training on the equipment used and its installation and maintenance, and on the skills required for the responder role including customer service, moving and handling of people, first aid, dementia awareness, and safeguarding for front line staff is all mandatory and is provided by LCC.

Job Overview:

Telecare is the use of sensors that remotely monitor a person's safety at home and outside the home. The sensors alert Leeds City Council Tele Care Control and Response centre to ensure the appropriate help is provided. Sensors include first second and third generation telecare equipment. This technology continues to develop and the postholder will be required to remain up to date with emerging technologies.

The Tele Care Response and Installation Technician's role is to book appointments, install and maintain equipment, and to provide mobile response, as directed by Control and Response Centre Operators, to customers who require the Tele Care mobile response service. The services operates 7 days a week, 365 days per year.

RESPONSIBILITIES

Install and programme equipment.

1. You will install Telecare equipment as directed by the Tele Care Management Team
2. You will confirm whether a customer's package of equipment requested is the most suitable to meet the environment and if necessary liaise with the referrer to provide information on alternative equipment available.
3. You will programme (or re-programme) equipment such as door contacts and bed sensors to meet customer needs.

Demonstrate the use of equipment to customer's and families

1. You will be able to show the customer and their carer/family how the equipment works in an appropriate and timely manner and to ensure that the customer is able to use the equipment confidently before leaving the property
2. .You will report any concerns about the installation to the duty manager in the first instance.

Repairs and Reviews

1. You will respond to repairs and faults for the dispersed equipment including replacing of batteries and to ensure that it is in full working order. You will maintain the customers service by repairing or replacing faulty dispersed equipment, using basic fault finding techniques in the customers' property.
2. You will undertake 6 weekly reviews annual reviews and unplanned reviews as required, of the equipment to ensure all equipment is in working order and that the customer is confident in using the equipment
3. You will advise the duty manager any concerns regarding the use, or non-use of equipment by customers.
4. You will remove and collect equipment from customers properties ensuring minimal damage from the use of any required tools.

Response and Assistance

1. You will provide an urgent mobile response service for customers as a result of activated telecare equipment. On the direction of the Control Centre Operator you will visit customers in their place of residence, offering support as necessary to promote their wellbeing and enable them to remain at home, avoiding unnecessary hospital admission or a move to residential care.
2. You will act on information provided by the Control Centre Operator to respond to alerts raised by a variety of telecare equipment designed to keep customers safe in their own environment. You will be required to deal with alerts that may be triggered by environmental events such as , flood, fire, temperature extremes, gas leak, or by an alert from a falls alarm, door sensor or GPS unit. You will also respond to equipment failure, or simple verbal requests for assistance.
3. You will evaluate the customer's personal/physical needs and the home environment following agreed written protocols, in order to respond to their immediate needs.
4. You will maintain contact with Control Centre, make appropriate onward referrals for support and on leaving the customer's home ensure that the customer and their home is safe and secure.
5. You will maintain contact with the Control Centre and as necessary liaise with other services, including out of hours services, emergency services, family members and health and social care staff to support customers to remain at home.

Tools

1. You will complete and maintain training on the use of the tools necessary in order to facilitate the installation service in a safe manner and you will ensure your toolbox is maintained.

Key Holding and Information

1. You will receive and issue keys from customers and others to authorised persons and record such issue of receipts in the manner requested. This will include the issuing, and cancellation, of controlled entry key fobs.
2. You will complete service provision agreements with customers for provision of the service and complete customer surveys and feedback forms.
3. You will provide customers with any written information required.

Record Keeping and storage of confidential information

1. You will ensure all actions are logged and full communication is reported back to the call centre and computerised systems updated
2. You will undertake and complete tasks within defined timescales and standards, and to meet any set targets
3. You will be accountable for all equipment (scanners, laptops, tools etc) and stock belonging to the Leeds Telecare Service. To ensure equipment is transported securely and looked after with due care and attention.
4. You will transport safely and securely confidential client data for the purposes of installations and faults/repairs and emergency response.
5. You will use computerised systems/ paper forms to record, collate and retain all relevant details of deliveries and collections and to ensure that requests can be tracked electronically.

Communication

1. You will make appointments to visit customers and deal with telephone enquiries in an efficient and sensitive manner and to give technical advice to the public, professionals and other agencies.
2. You will signpost and make referrals to other statutory and voluntary bodies on behalf of customers and to identify risks and refer to other agencies and professionals, for example West Yorkshire Fire Service, NHS, and Environmental Health.

General Duties

1. You will be on a rota to take telephone enquiries and, make bookings, keyholder checks and provide telephone support on use of equipment and basic fault finding and solving.
2. You will use the computerised systems to plan and organise appointment routes.
3. You will comply with the Local Operational Procedure requirement for safe vehicle checks e.g. daily visual inspection of tyres, lights, oil etc.
4. You will assist with deliveries, stock allocations, storage, labelling, cleaning, testing and repair and stock control of telecare equipment and accurately maintain all records associated with stock control and maintenance of equipment.
5. You will accurately update appropriate records and databases to reflect actions undertaken.
6. You will carry out general office duties linked with the role, such as filing, photocopying and completion of standard documentation.

Economic Conditions:

Annual Leave:	21 days per annum plus 8 statutory holidays pro rata for part time employees. An additional 4 days leave is given after 5 years continuous service.
Hours:	There a number of shift patterns. The service operates 365 days 24 hour service including weekends, weekday evenings and Bank Holidays.
Flexible Working:	A range of flexible working options are available subject to approval of a business case
Conditions of Service:	NJC Terms and Conditions apply. Some locally negotiated agreements may also be in place.

Equality & Diversity: Within the Council this is about making sure that everyone can fully join in the social, cultural, political and economic life of the city. The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health & Safety: The Council believes that ensuring the safety, health and well-being of employees, contractors, service users (including learners) and all others affected by our activities is essential to accomplishing our ambition and values. As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by ensuring that work doesn't contribute to poor health, using the workplace to improve health and well-being, and supporting our workforce to be "Happy, Healthy and Here". We expect all employees to contribute to their own individual safety and well being and to that of others who may be affected by their actions.

Promotion: Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training: The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development. This post requires the postholder to complete training in First Aid, Moving and Handling, customer service, dementia awareness and the Safeguarding is Everyone's Job training delivered by the service

Qualifications:
Non

Relationships The post holder will work as part of a team within a health and social care setting, maintaining effective relationships with other colleagues, Elected Members, service users, families, carers and other agencies.

Physical Conditions The post holder will be community based working within a social and /or health care setting but may be required to work in other locations throughout the city to effectively deliver their duties. Leeds City Council has a no smoking policy.

SPECIAL CONDITIONS This post is subject to an Enhanced Level Check with the Disclosure and Barring Service (DBS).

In discharging its function under the Local Authority Social Services Act 1970, the Directorate is covered by the Rehabilitation of Offenders Act 1974 (Exceptions Order 1975) and any applicant is obliged to disclose ALL convictions and cautions, no matter how long ago they occurred and regardless of whether the offences were committed as an adult or a juvenile.

Please note that a criminal record will not necessarily be a bar to obtaining employment; this will depend on the circumstances and background to any offence.

Job Description Content Prepared / Reviewed by:

Name Elizabeth Ward

Name

Designation Head of Service

Designation

Date: 6 June 2014

Date:

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates will only be short listed for interview if they can demonstrate on the application form that they meet all the essential requirements. Progression through the grades will be linked to the appraisal process and subject to you performing your key tasks to a satisfactory level, and where appropriate successful completion of examinations.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

Skills required	MOA
Ability to identify issues that need to be referred to a manager	I
Ability to communicate effectively both verbally and in writing with colleagues and members of the public.	A/I
Ability to work with customers in their own homes in a sensitive and appropriate way.	I
Ability to use manual and computer information recording systems.	A/I
Ability to provide a flexible and responsive service.	I
Ability to use low level electrical equipment.	A

To display the flexibility to work alone on own initiative while able to tolerate frequent Interruptions.	A/I
Ability to be flexible with regard to workload (to meet service priorities)	A/I
Ability to undertake the mandatory in service training for the role	A/I
Knowledge required	MOA
An understanding of the vulnerable nature of the customer's using the Tele Care Services	A/I
Awareness of the range of customers likely to use the Leeds Tele Care Service.	I
Of the need to maintain confidentiality.	I
Awareness of the use of databases, email and internet sites	A/I
Experience required	MOA
Of communicating with people in a form and manner consistent with their level of understanding, culture, background and preferred ways of communicating.	I
Of using computerised information recording systems.	A/I
Of working with customers with a range of needs.	I
Of attending and contribute to meetings	I

Behavioural & Other Related Characteristics required	MOA
Abide by the Council's Equality and Diversity Policy in the duties of the post, and as an employee of the Council.	A/I
Carry out all duties having regard to an employee's responsibility under the Council's Health and Safety and Safeguarding Adults policies and procedures.	A/I
Willingness to actively participate in training and development activities to ensure up to date knowledge and skills.	I
Knowledge of the problems of disadvantaged groups. Ensure customers are treated with respect and dignity at all times	I
Act responsibly as a team member	I
Up-to-date, valid UK driving licence to drive a manual vehicle. To undertake driver training as required.	C

PERSONAL SPECIFICATION DESIRABLE REQUIREMENTS: It is desirable that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates. Progression through the grades will be linked to the appraisal process and subject to you performing your key tasks to a satisfactory level, and where appropriate successful completion of examinations.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

Skills required	MOA
Ability to use Microsoft MS Office packages as well as other computer applications used by the council.	A/I
Knowledge required	MOA
Of Data Protection	A/I

Of Safeguarding Adults	A/I
Of Social Alarm services and telecare and telehealth	I
Of how basic electrical and wireless telephony alarm systems operate.	I
Of an extensive range of telecare and telehealth peripherals	A
Experience required	MOA
Of working with low level electrical equipment.	A
Of working with older and/or disabled people and their carers.	I
Of safe Moving and Handling practice.	I
Behavioural & Other Related Characteristics required	MOA
Knowledge of the barriers to independence and inclusion faced by disabled people.	I