



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Telecare Support Officer	Role Profile Number:
Grade: Salary: L	Date Prepared: 20 April 2015
Directorate/Group: Housing - Commissioning	Reporting to: Principal Homeline & Telecare Officer
Structure Chart attached:	Yes

Job Purpose

- To support the implementation of Telecare (Assistive Technology) to the residents of Swindon
- To develop and support the use of Telecare in promoting independence for service users and carers, enabling people to remain in their own home wherever possible.
- To promote and support the use of Telecare to enhance the provision of care in Sheltered Housing, Extra-Care Housing and Care Homes.
- To develop and support the use of Telecare in safeguarding vulnerable adults.
- To assist in preventing hospital admission and facilitating earlier discharge, by providing Telecare as part of a holistic approach to service provision.
- To undertake initial Telecare assessments and carry out periodic reviews of service users .
- To evaluate new assistive technology products and innovative practices within the Telecare industry.
- Promote a Telecare “ self-funding “ service outside of the traditional eligibility criteria

Key Accountabilities

- To accept referrals directly from a range of services including; Swindon Borough Council, Community

Health & Social teams and Housing Agencies where further assessment or advice on the benefits of Telecare may assist in achieving the aims as set out above.

- To assess and inform consequent care planning in accordance with eligibility criteria and the Single Assessment Process, to enable integrated support and care packages.
- To explain to individual service users and carers, how Telecare works and to be able to demonstrate the equipment.
- To be able to communicate the workings and benefits of Telecare to both professionals and the wider public, and to be involved in promotion and awareness raising campaigns.
- To maintain a high level of awareness of policy and research/technical developments within the field of Telecare through e.g. Internet research, reading, attending workshops, conferences and seminars.
- To contribute to the delivery of training in the area of Telecare.
- To liaise with suppliers and installation engineers and co-ordinate the appropriate provision, installation and maintenance of the equipment.
- To provide ongoing support to both the service user and carer during the process of installation and acclimatization.
- To assist in the monitoring, evaluating and reviewing of Telecare.
- To assist in the wider evaluation of Telecare and its usefulness as a support mechanism, including consideration of quality of care, financial and resource implications.
- Install and test Telecare equipment and design Telecare solutions for clients following a referral.
- To carry out basic fault finding relating to installed Telecare products.

Supplementary Accountabilities

- To keep up to date accurate records as required.
- To participate in staff development and training as appropriate and use supervision to ensure and effective service is provided.
- To ensure that services are provided in accordance with the service area standards and equal opportunities with due regard to Health and Safety requirements.

- To incorporate Equal Opportunities Policy and anti-discriminatory practice in all areas of work.
- To carry out other such duties as required by the Director.
- Assist the Principal Homeline & Telecare Officer in day-to-day activities and projects to support continued TSA accreditation.
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Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Essential

- Full Current Driving License
- You will have experience of working with carers, older people or adults with disabilities.
- You will have existing knowledge and understanding of community alarms or Telecare equipment and Telecare systems.
- Have good levels of applied literacy and numeracy.
- Have experience of assessing the needs of vulnerable people.
- Demonstrate a clear understanding of the range of needs of carers, older people and adults with disabilities.
- Have a good knowledge of Microsoft Excel & Power Point packages
- Involvement with or experience of arranging or co-coordinating care plans.
- You will have some understanding of the workings of Social Care or, Health or Housing Agencies
- Excellent communication skills

Qualifications

- 5 GCSEs (Including Maths and English)

Decision Making

- Be able to grasp the potential of supporting residents with Telecare.
- Be able to take responsibility for the management, co-ordination and oversight of the installation of Telecare as part of the person’s care plan.
- Be able to work independently and use initiative in decision making.
- You will be responsible for expenditure of the Telecare budget.

Creativity and Innovation

- Be able to work flexibly if required to.
- Generally supporting service users to live independently in their own home and overcoming a common reluctance to all community alarm and Telecare technology.
- Be creative and excited by new ways of working, and demonstrate ability to be involved with the evaluation of a new service, and contribute to the development of this new service.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • N/A <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • More problematic faults. • Service Users misusing the system 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility: Stock of Alarms and equipment Alarm Equipment i.e. smoke alarms, pendant alarms etc.; Health & Safety Manual; Client Records; Building Keys 2 way radio; Mobile phone; Key safes to Property.</p>	<p>No</p> <p>.</p>
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Be able to liaise with, and work co-operatively with colleagues across a wide spectrum or professionals and organisation such as Health and Social Care Professionals .
- Be able to communicate clearly and appropriately with members of the public, colleagues

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- Some homes may be unkempt and unhygienic. Role involves moving furniture etc to site Telecare peripherals

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	