

Job Profile Information: Telecare Installation Officer

This supplementary information for *Careline Telecare Installation Review Officer* is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To demonstrate and install community assistive technology alarms and telecare equipment which enables Careline Telecare to provide a high quality, cost effective social alarm response service to elderly, disabled and otherwise vulnerable customers in the community providing routine and emergency support on a 24/7 basis ensuring we deliver a service that promotes the dignity and wellbeing of customers.

To show a can do attitude and have the ability to install all levels of telecare sensors including epilepsy sensors, property exit sensors and a number of higher level sensors as well as the normal basic installations. As the need for telecare grows there is an expectation that Careline will be capable of meeting this need

To assess the customer's needs and determine the appropriate telecare solution on an individual basis often under difficult circumstances, taking customer's needs & capabilities into consideration. Determine the most appropriate solutions for telecare to be installed into group housing, care homes etc in such a way that does not to invalidate their CQC registration requirements.

Example outcomes or objectives that this role will deliver:

- To demonstrate and install alarm equipment and various additional triggers.
- Program and test all social alarm units and telecare sensors as required.
- To explain and install in customer's homes, ensuring risk assessments are carried out as necessary and that all H&S and manufacturers guidelines are met.
- To retrieve equipment that is no longer required.

- To demonstrate a comprehensive and in-depth knowledge of all the company's core products both in their repair and maintenance checks and first line repairs to key products and systems to ensure potentially disruptive issues are pro-actively averted functionality
- The jobholder is expected to be able to demonstrate competency in analysing and solving technical issues and flexibility in undertaking a range of duties from preventative maintenance checks of current/future systems through to repair of the company and third party products.
- To register new customers onto the Careline Telecare system.
- To install alarm equipment and various additional triggers, to program and test all social alarm units and telecare sensors as required in a co. This requires being conversant with all peripheral equipment and be able to rectify problems and replace defective units. To explain and install in customer's homes, ensuring risk assessments are carried out as necessary and that all H&S and manufacturers guidelines are met. To retrieve equipment that is no longer required, prepare for return to suppliers, operating local stock control procedures.
- To provide a proactive review and signposting service primarily to dispersed customers reviewing their living situation, ensuring the information Careline Telecare holds is accurate and up to date enabling the service to be provided in a safe and effective manner. Where necessary and in consultation with the customer, signposting them to other agencies as appropriate, providing written reports as required, collecting financial information to enable a prompt billing system to be put into place.
- To be responsible for the appropriate use of keys to all properties with consistent regard to security procedures.
- To demonstrate the use and functions of all equipment to Council staff, Health and Social Care Professionals and other interested parties and to participate in training in order to ensure knowledge of new equipment.
- To implement the Council's Equalities Policy and to incorporate this in all elements of the work.
- To assist with all aspects of Health and Safety regulations and Council policy, including risk assessments within the service.
- To assist Careline Telecare officers to respond to calls from customers in accordance with agreed procedures/TSA Code of Practice, assessing the nature of the call, prioritising the level of urgency, liaising as necessary with emergency services, health and social care professionals, families and other agencies.
- To provide emergency assistance, first aid, personal care and safer transfer and assisting techniques to customers in need.
- To undertake any other duties and responsibilities as may be required to reflect the Evolving nature of the service.
- To provide training and support to team colleagues on telecare sensors to ensure that they can respond appropriately to any concerns, or malfunctions raised with the equipment by Careline Telecare.

People Management Responsibilities:

None

Relationships:

- Customers i.e. providing services to older, vulnerable or disabled people
- Relatives, Advocates, Care Management Carers and Carers Organisations
- Promoting Independence Group
- Sheltered Housing/RSL staff
- Estate Officers
- Occupational Therapists
- GP's, Primary Care Trusts & 999 Services

Work Environment:

- *Post holder must be able to participate in a shift system on a 24 hour – 365 day basis when required.*
- *Post will undertake regular reviews with customers in their own homes and will be responsible for offering advice, signposting users to other services and joint work with other professionals.*
- *You will be required travel across multiple sites where necessary*

Technical Knowledge and Experience:

- **Hold a** full clean UK driving licence
- Good practical knowledge and skills of electrical, computer hardware/software, telecoms and assistive technology.
- Ability to fault find and give technical support
- Excellent communication skills both (verbal and written)
- Proven customer service experience
- Ability to work to set deadlines with minimal supervision
- Able to use a range of information technology within service delivery.
- Good organisational skills, be able to prioritise work as appropriate and under pressure
- **Be willing to undertake any training appropriate to role**
- Ability to demonstrate and install alarm equipment/ Telecare triggers and explain their use and operation to existing and potential users.

- Ability to participate in review process with customers and to work jointly with other professionals to ensure users needs are met and enhance quality of life.
- Ability to keep detailed electronic records and notes including regular updating of Data Base
- Willing to undertake lone working as required
- Proven ability to respond appropriately and effectively to emergency situations including manual handling as required and provide all aspects of personal care in an emergency.
- External agencies in the delivery of projects and other activities
- Ability to partake in quality assurance processes including monitoring and evaluation.
- Ability to promote and implement the Council's Equality Policy in all aspects of the work.
- Ability to follow and understand Health and Safety Policies and Procedures and ability to ensure their implementation at all times.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)