



# South Tyneside Council

## CHILDREN, ADULTS AND HEALTH

### JOB DESCRIPTION

**POST TITLE:** Assistive Technology Assessor

**GRADE:** Band 5

**RESPONSIBLE TO:** Assistive Technology Manager

**RESPONSIBLE FOR:** N/A

#### Overall Objectives of the Post:

To promote and maintain a high standard of Assistive Technology to Older and Vulnerable residents within South Tyneside.

To use the model of behaviour we want to see in others and lead by example.

To ensure Services offered and delivered maximise peoples' independence.

To provide advice to Care Management team to enable them to make use of assistive technology equipment where appropriate.

To identify and address the needs of vulnerable people and/or carers who are referred to the Assistive Technology service.

To undertake Assistive Technology assessments as required and to review the appropriateness and quality of the service provided, including the ongoing relevance of the assessment.

To act as the main point of contact for assistive technology assessments within the district and to co-ordinate or carry out the installation of assistive technology equipment for individual clients as part of an assessed telecare package.

To work with the Assistive Technology Manager and other relevant staff within the section to develop telecare within the South Tyneside area.

#### ***Main duties & responsibilities***

##### **1. Assessment/Review**

- It is expected, consistent with Council policy, that the post holder will take responsibility for managing all Assistive Technology referrals and assessments / reviews.
- Assess the needs of service users and their carers in relation to assistive technology equipment and ensure that other needs identified during the assessment will be given an appropriate response, ensuring the Council's statutory obligations are met.
- To become acquainted with assistive technology equipment, how it works and how its use can support people to live at home independently for as long as possible.
- To work with staff undertaking 'assessments of need' to identify the assistive technology equipment required to meet those needs.

- To be able to assess people who are self-funding by identifying appropriate Assistive Technology equipment and/or other presenting needs.
- To refer people who use the service, to the appropriate agencies to deal with their presenting needs.
- To maintain up to date knowledge of Care Act legislation.
- To install (or arrange for the installation of), programme and test peripheral equipment in people's homes.
- To use low level equipment and tools, such as cordless drills and screwdrivers, in order to carry out installations of assistive technology equipment.
- To demonstrate the use of the equipment to people who use the Service and or their carer.

## **2. Performance Management**

- Work within a performance culture, which is underpinned by a strong personal performance motive.
- Assist in the training and development of other and new team members by instructing others on how Assistive Technology components and equipment are installed and operated.
- Apply and help develop Assistive Technology performance standards.
- Understand and contribute to the achievement of the TSA Standards.
- Fully compliant with all relevant mandatory training, as and when required Provide advice, guidance or signpost staff, public etc. with regard to internal policies/procedures and external regulations/legislation.

## **3. Operate within a Strategic Business Unit**

- Attend team meetings and ensure KPIs are achieved.
- Ensure compliance with the Telecare Services Association (TSA) accreditation standards and key performance indicators.
- Deliver key business objectives and meet Key Performance Indicators (KPI's) through a personal development plan.
- Assist the Manager in the development of procedures and recording systems that track and record the installation, maintenance and usage of assistive technology.
- To carry out and/or implement the results of health and safety hazard and risk assessments so ensuring a safe workplace.
- To assist and share knowledge and experience with colleagues as required.

## **4. Involvement with others**

- The potholder will be responsible for advising a delegated team of Assistive Technology Officers on appropriate equipment and installations / reviews.

## **5. Working Relationships**

The list below provides an outline of relationships:

- Internal
  - Assistive Technology Officers, Supervisors and management.
  - Asset Management Department staff in relation to any repair notification.
  - Sheltered Housing Managers and other equivalent managers of services.
  - Staff of the Council's other departments.
- External
  - Residents and persons acting on their behalf.
  - Contractors / Equipment Providers.
  - Staff of emergency services.
  - Liaise & communicate with HTLAH (Help To Live At Home) providers regarding emergency responses and individuals well-being.

## **6. Call Handling - in the event of an Emergency / DR situation**

- To receive and answer calls / alerts from Assistive Technology users, contractors, locally based staff, managers and other internal and external bodies, prioritising responses where necessary.

- To assess and identify the nature and reason for the call, fostering a rapport and acting to reassure the caller, appreciating that there maybe a degree of impairment or communication difficulties.
- To initiate appropriate action e.g. contacting emergency or medical services, key-holder or maintenance services in accordance with guidelines on confidentiality and security, ensuring situations are resolved satisfactorily.
- To ensure all physical responses requested are completed within 45 minutes.
- To write succinct objective call reports and take the correct reporting action for that customer and call type.

**7. To undertake any other duties delegated by Assistive Technology Manager.**

**8. To deputise as required in the absence of Assistive Technology Manager / Senior in particular delegated tasks.**

**9. To provide information on any complaints and concerns as directed by the Manager and provide reports and draft responses within the Council's complaints procedure.**

*Throughout your role you must demonstrate the following personal qualities and behaviours.*

**We will do what we say:**

- Act with integrity and be clear about our own responsibilities and accountable for our actions
- Tell customers what they can and cannot expect from us
- Respond when we say we will to customers queries, even if we can't provide a full answer but we will take responsibility for clarifying what we don't know
- Balance competing priorities to meet standards and expectations
- Trust colleagues to fulfil their responsibilities
- Communicate in an open, honest, clear and concise way
- Respect customers right to confidentiality, sharing information only in their best interest

**We will focus on Solutions:**

- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands
- Help people and communities find their own solutions, building on their strengths and assets
- Actively listen to and involve others, before making decisions and keep others informed of progress
- Consider alternative solutions, using council resources responsibly and effectively
- Be flexible in the way we deliver our services to meet customers' individual needs
- Take planned risks to inspire creative and effective solutions, learning from our successes and failures
- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations

**We will be the best we can be:**

- Model the behaviour we want to see in others and lead by example
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies
- Act on comments or feedback
- Share Ideas, resources and information effectively and actively develop our own knowledge and skills
- Take pride in our own work and that of our team members
- Celebrate team success and create a positive team spirit
- Promote and drive continuous improvement by asking "How could we do this better?"
- Continually challenge current practice and put forward ideas for improvement.
- Work closely with equipment suppliers and manufacturers to enhance your knowledge and skill sets in installing and adjusting equipment within tolerances.

- Must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- Must have due regard to the Council's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- Must work in accordance with the Council's policies, procedures, information, instructions, and/ or training received.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: CD/CL

Date: 24.11.20

# Moving Forward Together: Our Values; Our Behaviours; Our Future

Our Moving Forward Together Values and Behaviour Framework sets out our expectations around the way we will work within Adults and Integrated Care within South Tyneside, right from our leadership to our frontline practitioners.

## INTEGRITY

## VALUING PEOPLE

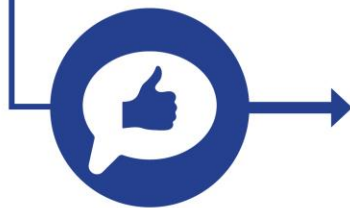
## EXCELLENCE

We will do the right thing whatever the circumstances

We will respect everyone and appreciate their diversity

We will strive for continuous improvement

Together we will do what we say



- Act with integrity and be clear about our own responsibilities and accountable for our actions
- Tell people what they can and cannot expect from us
- Respond when we say we will to people's queries, even if we can't provide a full answer but we will take responsibility for clarifying what we don't know
- Balance competing priorities to meet standards and expectations
- Trust colleagues to fulfil their responsibilities
- Communicate in an open, honest, clear and concise way
- Respect people's right to confidentiality, sharing information only in their best interest

Together we will focus on Solutions



- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands
- Help people and communities find their own solutions, building on their strengths and assets
- Actively listen to and involve others, before making decisions and keep others informed of progress
- Consider alternative solutions, using council resources responsibly and effectively
- Be flexible in the way we deliver our services to meet people's individual needs
- Take planned risks to inspire creative and effective solutions, learning from our successes and failures
- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations

Together we will be the best we can be



- Deliver "Practice to be Proud of"
- Model the behaviour we want to see in others and lead by example
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies
- Act on comments or feedback
- Share Ideas, resources and information effectively and actively develop our own knowledge and skills
- Take pride in our own work and that of our team members
- Celebrate team success and create a positive team spirit
- Promote and drive continuous improvement by asking "How could we do this better?"
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**South Tyneside Council**



living better lives

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