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| **Job Description** |
| **Post title** | Telecare Occupational Therapist |
| **JE Reference No** | A5885 and N6385 |
| **Grade** | 9 (pre progression) / 11 (post progression) |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Planning & Housing – Care Connect & CCTV |
| **Reporting to** | Care Connect Response Manager |
| **Location** | Your normal place of work will be Chilton Depot, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To provide professional support to the day to day operation of the Care Connect Telecare Service. To provide advice, guidance, training and awareness to DCC staff and NHS staff in relation to Telecare assessment and provision. To assist with the assessment of customers for Telecare provision, in line with the Care Act 2014. To assist the Telecare Innovator in the promotion of Telecare to customers, professionals and the wider public.

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| **Duties and responsibilities** |

* To assist and undertake in conjunction with DCC staff assessments for Telecare offering appropriate advice and information based on outcomes.
* To contribute to the provision of a comprehensive, accessible, high quality Telecare service to individuals with social care needs across all client groups.
* To advise and assist with all aspects of Telecare provision and installation, including any issues in relation to disability equipment and Telecare.

Key Tasks:

* To support the Telecare staff, other DCC and NHS staff with the assessment and provision of Telecare.
* To maintain common operational procedures and control systems to enable quality service provision and to adhere to all policies, procedures and systems to support the provision of Telecare.
* To network with relevant local statutory and voluntary sector agencies and organisations.
* To support the continual monitoring and evaluation of the service through service user feedback process and key performance service indicators.
* To support and contribute to service awareness, marketing and publicity initiatives.
* To attend and contribute to relevant meeting/events as agreed with the Care Connect Response Manager.
* To ensure appropriate signposting to other colleagues, appropriate agencies and providers where further intervention, assessment or support is required.
* To undertake continuing professional development.
* To participate within own supervision, appraisal and training as part of continual performance review and professional development.
* To adhere to required Health and Safety standards and requirements.
* To participate with service reviews as required.
* To undertake any other duties relevant to the grade, as required by the Care Connect Response Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Degree or Diploma in Occupational Therapy with Health Professions Council Registration.
 | * Post qualifying training relevant to a particular specialism.
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| Experience | * Substantial post qualifying experience
 | * Undertaking assessments and report writing and maintaining records of a high standard
* Supervisory experience
* Experience in meeting deadlines and targets
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| Skills & Knowledge | * Knowledge of the organisations and structures within NHS and Adult Services and recent or impending changes
* Understand the needs of all client groups serviced by the Team.
* The need to put service users at the heart of their working process.
* Can collect and record data and feedback accurately
* Active listening
* Can record accurately identified needs of users of our services
* Engage the users of their services in all their work processes.
* Ability to negotiate
* Organisational and administrative skills
* Good interpersonal skills
* Time Management
 | * Some knowledge of Telecare provision or equipment.
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| Personal Qualities | * Encourage involvement of users of services in all processes
* Listen actively to feedback from users of services
* Keep information secure and confidential
* Plan the use of their resources carefully to allocate them effectively and sufficiently against their workload.
* Personal commitment and drive
* Flexible approach to work
* Access to a car or access to a means of mobility support to meet demands for domiciliary visits (if driving must have a current valid driving licence and appropriate insurance)
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