Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr
www.bridgend.gov.uk

Job Description

DIRECTORATE: Social Services and Wellbeing

DEPARTMENT: Integrated Community Services - Community Resource Team

POST: BridgeLink Telecare Review Technician

GRADE OF POST: GR05

RESPONSIBLE TO: Bridgelink Telecare Developer

JOB PURPOSE:

To ensure individuals in receipt of the BridgeLink Telecare Service are using the most appropriate and effective TEC/ telecare equipment to meet their changing needs. This will be achieved by working with prescribers, internal stakeholders and those external services commissioned by the council to deliver aspects of the TEC/ Telecare service.

You will develop and maintain a comprehensive knowledge of Telecare and Technology Enabled Care (TEC) equipment, its use, application, and effectiveness. You will advise professional staff on its application and review existing clients within the Telecare service to ensure that their equipment appropriate and supports independent living- extending the length of time people are able to live at home.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- To review and take appropriate action for resolution on any equipment concerns raised by prescribers or client by telephone or in person. Action required may involve a home visit or welfare check.
- To undertake a programme of routine reviews of TEC/ Telecare equipment in use, taking appropriate action to resolve any equipment changes that are necessary as a result of their changing needs and providing feedback as appropriate for the need of wider intervention to support the individual and any changes to their situation/ circumstance.
- Support the Bridgelink Telecare Developer at meetings or events offering the opportunity to demonstrate aspects of technology enabled care, increasing the understanding of the potential benefits of Telecare and TEC in supporting independent living.
- Work with prescribers to identify and match appropriate pieces of equipment to meet a client's requirements. Undertake assessment of an individual's TEC/ Telecare needs as required to ensure that the correct equipment is installed in their home.
- Provide advice and support on the range of assisted technology equipment to individuals and stakeholders. Ensure individuals know how to use and test all the equipment provided.
- Promote and support the use of Just Checking as part of an individual's assessment and install/ uninstall as required.

- Support development projects within the service area, as delegated by the TEC Developer.
- Up to date and good knowledge of digital technologies or willingness to learn. Well-developed communication skills.
- Maintaining the client database on service provision, service use and provide review data and analysis to support service decision making.

GENERAL DUTIES

Health and Safety
To fulfil the general and specific roles and responsibilities detailed in the Health and Safety Policy

Equal Opportunities
To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding
Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary
This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Criminal Records Check
This post requires a criminal records check through the Disclosure & Barring Service (DBS).

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Person Specification

Bridgelink Telecare Review Technician

The following attributes represent the range of skills, abilities, and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/Testing
Qualifications, Education & Training	• A good standard of education equivalent to QCF Level 2 or an ability to demonstrate competence through experience. • Willingness to undertake appropriate training relevant to role.	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	• Knowledge of types of Telecare/ TEC equipment available and their context of use. • Experience of working in a social care environment. • Experience of working in a multidisciplinary service area. • Confident using IT (for example: email and word processing).	Yes Yes	Interview, application form and selection process.
Skills & Personal Qualities	• Ability and willingness to communicate with people. • Ability to assess and analyse information to achieve positive outcomes for service users and carers. • Good verbal/ written and negotiation skills and an ability to record work clearly. • Ability to communicate key issues clearly and effectively; able to adapt communication style and approach as necessary. • Ability to demonstrate good organisational skills and work as an accountable member of the team. • Ability to work effectively with other teams, agencies, and voluntary organisations in a multidisciplinary approach. • Good IT skills.	Yes Yes Yes Yes Yes Yes	Interview, application form, and selection process.

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Attributes	Requirements	Essential	Method of Evaluation/Testing
Skills & Personal Qualities Continued	• Puts needs of individuals using the Telecare service (internal or external customers) at the centre of decisions.	Yes	
	• Demonstrate a positive attitude towards helping people and always willing to go the extra mile.	Yes	
	• Ensures referrers and individual's needs are met by responding to them efficiently and effectively.	Yes	
	• Ability to plan and prioritise tasks efficiently and effectively to provide best possible value and service delivery.	Yes	
	• Ability to work flexibly and proactively.	Yes	
	• Current valid driving licence and car or access to appropriate transport.	Yes	
	• The ability to communicate through the medium of Welsh.		