

TEC (Technology Enabled Care) Wellbeing Advisor

Post: TEC Wellbeing Advisor

Department: Mole Valley Life

Salary Grade 3

Salary Range £20,918 - £22,447

Location: South East and London

Reports to: Technology Enabled Care Services (TECS) Team Manager

Responsible for

Post Objective

To deliver a person centred approach assessment service which promotes independence and dignity offering solutions to people who may require assistance in their everyday lives.

- You will be responsible for completing assessments in the service user's home, installing equipment and signposting local services.
- To assess user needs and install, maintain, fault find, remove and replace Technology Enabled Care (TEC)/ Telecare equipment.
- To assist the TECS Projects Officer with a variety of TEC services work using power tools and working at height where necessary.
- To work within the Community on a variety of projects to improve the health & wellbeing of our residents.

Main Duties

Visit potential and existing clients in their homes to assess, demonstrate and install community alarms and ancillary equipment and to instruct clients in their use and benefits. Providing clients with details about all other services available to them.

Secure necessary customer details and complete relevant paperwork, producing accurate records and assisting in the production of routine and special reports where required.

Assist with Mole Valley Community and TEC services projects as requested by the TEC services Team Manager

To provide information and signposting to customers and their supporters, providing support where required to assist the customer with accessing activities, services and appointments

Attend emergency callouts for equipment faults, etc. that may arise during normal working hours.

Assist in covering for out of hours emergency call-outs if required by the TEC services Team Manager – Time in lieu is reimbursed for any out of hours calls

completed.

To undertake promotional events and demonstrations of equipment to groups of people and organisations in the absence of the TEC services Projects Officer.
(Training will be provided)

Undertake any course of instruction or training to maintain or develop relevant skills and knowledge.

Contribute ideas and recommendations to assist with improved service delivery.

Complete in-house fault-finding before sending TEC equipment for repair (training will be provided).

Maintain the security and absolute confidentiality of clients' records, medical condition(s) and affairs at all times.

Ensure the shared vehicle provided by the Council for work related journeys' is kept in a clean condition and any maintenance issues are raised with the TEC services Team Manager or responsible person as instructed (a full driving licence must be maintained to use this vehicle.)

Collect payments from clients as required and issue receipts in accordance with the Council's procedures.

To provide Saturday cover as per the agreed rota and emergency call out assistance.

To be aware of the Council's policy on Risk Management and to escalate any new, emerging or potential risks to the post holder's line manager.

To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the Council's Data Protection Policies.

Carry out such duties as may be required by your manager as appropriate to the post

Health and Safety – to work in accordance with the Council's commitment to provide a healthy and safe working environment including the promotion and implementation of health and safety policies and procedures

Person Specification

Essential Experience and Knowledge

Knowledge/understanding of Technology Enabled Care/Telecare equipment and peripherals, including the advantages they offer to our Service Users.

Knowledge/understanding of Telecare Services Association (TSA) and their role within Telecare. Experience of working in a customer-facing environment

Education and Qualifications

English literacy to carry out the role, including production of accurate records and ability to follow written protocols.

Clear understanding of basic maths.

Skills

Proficient in the use of electric hand tools and ladder safety management with a willingness and ability to carry out further training as required.

Ability to be trained in the installation, repair and maintenance of TEC equipment.

Ability to present and/or train groups in the use of TEC, telecare and associated equipment, or a willingness to undertake 'train the trainer' and presentation skills training.

Ability to build rapport and understand customer needs

Ability to be trained to demonstrate TEC equipment clearly and with patience to vulnerable people.

Proven organisational skills in handling a varied workload.

Competent in use of IT, including Microsoft Office, Outlook and Excel.

Special Aptitudes

Excellent time management with minimal supervision away from the office. Empathy with needs of elderly client's, proven commitment to maintaining confidentiality.

Job Requirements

Ability to work weekends and out of hours as part of a rota.

Flexible approach to provide cover and respond to unscheduled faults.

Must have the ability to travel throughout Mole Valley District and other areas.

Full Disclosure and Baring (DBS) certificate (actioned upon successful conditional appointment to the post)

Employee Signature

Date

Manager's Signature

Date