



Job Description and Person Specification

Job Title	Assistive Technology Support Officer
Job Grade	NCC grade E
Reports to	Assistive Technology Development Manager – Nottingham on Call
Direct Reports	None
Other Resources	Laptop
Role Purpose	Support the Assistive Technology Development Manager to provide a customer focused service ensuring a full and auditable stock management process is implemented and followed. Provide existing and new customers with information on Assistive Technology (AT) to allow them to select the correct product packages for their needs while also supporting in the ongoing research for new and innovative AT solutions for the team.
Key Accountabilities	<ul style="list-style-type: none"> • To ensure a full and auditable stock management process is implemented and followed and that stock audits are conducted for both the Assistive Technology service and the commercial service. • To support the Assistive Technology Development Manager with ensuring that there is a range of assistive technology applications available to the integrated assistive technology service to support the delivery of the Nottingham on Call Team Plan and Assistive Technology Strategy. • To respond in a timely manner to phone and electronic referrals for assistive technology promoting the benefits of assistive technology solutions, providing accurate information as to the cost and securing customer agreement to purchase the appropriate equipment • To proactively contact potential customers to promote the assistive technology offer • To provide customers and partners with advice and information triaging and interpreting queries/problems in order to identify the right assistive technology solutions to meet customer's needs • To book installations for equipment ensuring that engineer time for installations is maximised • To pass accurate information re sales to the administrative team for processing ensuring confidentiality of information within Data Protection and any other relevant legislation and guidelines.



	<ul style="list-style-type: none"> • To signpost/make referrals to other care and support provision where appropriate • To liaise, communicate (and where appropriate negotiate) with social care and health professionals, family members and other involved parties in order to ensure a safe and timely installation • Utilise various sources of information (including Liquid Logic, Northgate and Answerlink) to risk assess referred customers and casesto ensure the safety of both staff and customers. • To support with the research of current and future developments regarding assistive technologies, policies and practices. This includes new equipment on the market, new applications for existing equipment, benchmarking with other local authorities on their use of equipment, etc. • To support the Assistive Technology Development Manager with being the first point of contact for health social care and other professionals regarding the Service. This includes queries on equipment, joint assessments, information provision, etc. • To support the Nottingham On Call Development Manager on marketing and promotion of the integrated Assistive Technology Service, representing the service at internal and external events promoting and raising awareness of Assistive Technology solutions. • To support the Nottingham On Call Development Manager with internal and external based audits and assessments to ensure full compliance is achieved in respect of the Assistive Technology Services provided. • To support the Nottingham on Call Development Manager with the management and development of the Demonstration facility for both potential customers and as a training base for new and existing employees. • To carry out occasional equipment installation in customer homes as required as cover for installer absences • To report any issues of tenant concern to line manager and/or statutory agencies, including Adult Safeguarding. • Other duties which are broadly consistent with the job description and level of the post.
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Created: June 2022

Signed and agreed by the post holder..... date.....



PERSON SPECIFICATION – Assistive Technology Support Officer

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> Understanding of stock management and stock control. Knowledge of Assistive Technology and the impact it can have in managing peoples long term conditions. Awareness and understanding of the needs of people with long term conditions to enable them to live independently. Experience of working in a customer focused environment Experience of working in a sales environment Experience of or have the skills to implement recording systems, monitoring actions and outcomes to support with measuring and monitor performance of service delivery Experience of reaching vulnerable groups or customers with less obvious needs and providing appropriate support and promoting community cohesion from a wide range of diverse backgrounds. 	E E E E D D D D
Skills & Abilities	
<ul style="list-style-type: none"> Prioritise the work of the service area and implement the process of change in respect of Assistive Technology solutions. Understanding of financial regulations and company procedures relating to financial matters. Good interpersonal skills and a proven ability to communicate complex and sensitive issues effectively, including active listening and questioning to a wide range of customers, delivering information in a clear and concise manner. Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive written reports, spreadsheets and presentations Ability to demonstrate self- motivation and able to work with minimum of supervision, whilst working to a high level of accuracy. Experience of delivering training sessions, to large or small groups. Experience of working with different agencies and organisations to achieve shared goals. 	E D E E E D E
Qualifications	
<ul style="list-style-type: none"> Must have full UK driving licence 	E
Behaviours	
<ul style="list-style-type: none"> Customer focused on reaching resolutions to issues Must be flexible and be prepared to work at other office locations 	E E

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Nottingham
City Council

Housing
Services

according to the needs of the service.	
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Author: Head of Supported Housing

Date: June 2022