


Job Description and Person Specification

Job Title	Assistive Technology Officer
Job Grade	NCC Grade E
Reports to	Assistive Technology Team Leader
Direct Reports	None
Other Resources	None
Special Requirements	This role is subject to an enhanced Disclosure and Baring Service (DBS) check, which will be periodically renewed in line with Company policy. You will be expected to take all reasonable steps to comply with this process, as well as to notify the Company of any relevant new information that would be shown on a future DBS disclosure.
Role Purpose	The primary focus of this role is to be part of the Assistive Technology (AT) Team providing a 24/7 high quality and professional assistive technology and out of hours service to private customers and through corporate contracts. This is a multi-functional role including: • Receiving alarm activations and out of hours response calls and determining the appropriate course of action to meet customer needs • Carry out emergency visits to the homes of customers and determining the appropriate service response • Installing and maintaining care alarm and basic assistive technology equipment and providing guidance on usage to the customer
Key Accountabilities	Community Alarm Service Duties • To receive calls from Nottingham on Call (NoC) customers and based on the information received, determine the appropriate response in accordance with procedures and instructions. • To deal with pressurised and sometimes stressful situations in a calm and professional manner acting with empathy to customer. • Making decisions to act in the best interest of the customer and delivering a message to customers that may be contentious and disliked. • To receive referrals and enquiries from potential customers and arrange for information to be issued to them, for equipment installations to be made and for all documentation to be updated on the NoC operating system. • To be responsible for co-ordinating issues and concerns raised by customers and arranging, sometimes with external delivery partners for these to be dealt with and responded to in a timely



	manner and for recording the outcome of these interactions on the NoC operating system. • To report any issues of tenant concern to team leader and/or statutory agencies, including, for example, Adult Safeguarding issues. • To ensure that computerised critical customer information is accurate and up to date and that all interactions with customers are recorded in the appropriate format enabling accurate reporting. • To provide support and assistance in preparing for inspections, audits and reviews of the services monitored. • To respond to non-medical emergencies attending customer homes and determining the appropriate response based on an assessment to the circumstances found on arrival • To liaise and communicate with individual customers, carers and nurses by telephone in arranging the installation and/or collection of equipment and to ensure that the priority given to the installation and/or collection meets the needs of the patient • To liaise with both customer's families and other local authorities (i.e. emergency services) on a regular basis, in a professional and appropriate manner. • To respond to out of hours service requests determining the appropriate service response and ensuring that the outcome of the response is recorded on the appropriate system. • To take responsibility for marketing the service explaining the nature of the service to customers at events and stalls and advising potential customers of the wide range of service options available to them Telecare/Telehealth Duties • To undertake home visits to vulnerable customers to assess needs and whether the health and wellbeing of service users is being managed and appropriate assistive technology packages are in place. • Visiting homes of customers and speaking with customers over the phone, with challenging needs such as dementia or mental health issues, on a regular basis. • To recommend an Assistive Technology support package for customers and ensure that it is fully implemented. • To install test and maintain assistive technology equipment in the homes of service users and attend to resolve faults within target times as required.
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- Complete required paperwork with customers at installation and ensure effective recording and administration thereafter.
- To undertake all associated administrative duties including, updating client data, logging and reporting equipment faults, and ensuring repairs and replacements are carried out within agreed timescales. Ensure that all administration tasks associated with call handling, equipment installation and mobile response are thoroughly completed and maintained.
- To maintain stock control systems for equipment ensuring that stock is accurately recorded against customer records.
- To ensure that any returned stock is cleaned and recalibrated appropriately and the inventory records are updated.

Support Duties

- To support the activities of the assistive technology service, participate in the development of, and compliance with, staff rotas and provide cover for other members of the team as and when required.
- Responsible for the preparation of all relevant files for invoicing and recharging as necessary.
- To manage individual performance in order to achieve service area and contract targets.
- To ensure that operational procedures are adhered to.
- To promote excellence in the delivery of a customer focussed service.
- To contribute to the effective running of the service area through attendance at meetings and training events as required.
- To maintain up to date customer information and ensure confidentiality of information within Data Protection and any other relevant legislation and guidelines.
- To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed.
- Other duties which are broadly consistent with the job description and level of the post.

GENERIC RESPONSIBILITIES:

- Demonstrate and promote excellent standards of customer care in the context of Nottingham City Councils' Mission, Vision and Values, to uphold the Equality, Diversity and Inclusion strategy and objectives and to participate in training activities necessary



	to your post. • Adherence to Standing Orders and Financial Regulations and Health and Safety standards. • Promote service user Tenant and Leaseholder involvement. • To work as part of a team in a rota shift pattern. This may involve unsociable hours.
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June 2023

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

PERSON SPECIFICATION – Assistive Technology Officer

Requirements	Essential – E /Desirable - D
Experience and knowledge	
Experience of delivering services to vulnerable groups within the community and an understanding of services available	E
Knowledge of Assistive Technology Services including call handling Equipment	D
Knowledge and experience of using IT as an analytical and management tool	D
Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NCC's Equality, Diversity and Inclusion strategy and objectives.	E
Skills & Abilities	
Ability to remain self-motivated whilst effectively managing a diverse workload under pressure to meet specified targets and deadlines	E
Excellent organisation and prioritisation skills	E
Good interpersonal skills and a proven ability to communicate effectively at all levels	E
Able to develop and present written or verbal information in a clear and concise manner	E
An empathy and sensitivity towards meeting the needs and aspirations of service users	E
Ability to make accurate and timely decisions, often in pressurised situations and to act tactfully and with sensitivity and courtesy at all times	E
Demonstrate self-motivation, and able to work with minimum of supervision	E
Ability to work effectively as part of a team.	E
Proven ability to work to a high level of accuracy	E
Qualifications	
Good level of verbal and written English	E
Must hold a current driving licence & have access to a car.	E
Behaviours	
Willingness to learn how to install assistive technology equipment in customer's homes	E

A willingness to respond to challenging and changing environments in a co-operative, flexible, assertive and productive manner.	E
Must be flexible and be prepared to work shifts as part of a team and according to the needs of the service and willing to work at other office locations as required	E
Must be able to respond professionally and with empathy to a wide range of presenting needs	E

June 2023