



Job Description and Person Specification

Job Title	Assistive Technology Community Care Officer
Job Grade	NCC F
Reports to	Nottingham on Call Development Manager
Direct Reports	N/A
Other Resources	
Role Purpose	<ul style="list-style-type: none"> To ensure the delivery of appropriate services to safeguard Nottingham on Call vulnerable adults and their families, according to their assessed needs. This includes, undertaking all levels of assessments and referrals, advice and information, and delivery and installation of assistive technology equipment. The Community Care Officer is expected to work independently, under the general direction of the Development Manager, and to provide support and advice to colleagues.
Key Accountabilities	<ul style="list-style-type: none"> To ensure the delivery of appropriate services to safeguard vulnerable adults and their families, according to their assessed needs. To undertake assistive technology assessments in relation to the needs of Nottingham on Call customers and their carers. To prescribe equipment and services that demonstrate flexibility and innovative use of resources and undertaking a care coordination role. This equipment will include standalone equipment (sensors linked to pagers), as well as pro-active care solutions To undertake case management responsibilities for equipment that include proactively managing a caseload (including elements of risk management), the monitoring, co-ordinating and review of ongoing service provision. To support a number of new initiatives / pilots undertaken by Nottingham on Call under the direction of the Development Manager, including representing Nottingham on Call in meetings as required To work independently, under the general direction of the Development Manager, to meet deadlines and manage frequently changing circumstances and conflicting priorities. To assist other members of the team in carrying out their work e.g. by providing advice, support and mentoring (as appropriate). The postholder may also be required to assist on home visits, collect information etc. To maintain and produce professional case records and reports which are structured, clear, accurate, timely and evidence based in accordance with the Department's case recording standards and practice. To attend team, staff and multi-disciplinary meetings as required, and to participate in case discussions and team activities and individual supervision with the line manager as



	<p>required by the service areas' supervision policy.</p> <ul style="list-style-type: none"> • To work proactively build and maintain good relationships with other professionals and agencies, as well as with colleagues within Social Care and the Council in order to assist with care planning, reviewing and monitoring and other service provision activities. • To ensure that records and user information are accurate, up to date, secure and maintained, using information technology in accordance with agreed data entry systems and the Data Protection Act. To have regard at all times for the confidential nature of the work and not to disclose information to unauthorised parties. • To write reports as appropriate. • To work flexibly and to participate as a team member in developing the service and ensuring that it remains 'customer driven' and appropriate to the needs and demands of the City. • To participate in case discussions which will involve offering information and advice in response to enquiries; carrying out initial screening of referrals and gathering of sufficient information to assist allocation of work by the Development Manager. • All staff are expected to maintain high standards of customer care in the context of the City Council's Core Values, to uphold the Equal Opportunities Policy and health and safety standards and to participate in training activities necessary to their post. • This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.
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Signed and agreed by the post holder..... Date.....



PERSON SPECIFICATION – Community Care Officer

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Experience working with adults in a social care/health/voluntary sector setting. • Experience of working with adults experiencing a range of difficulties relating to learning disability, mental health, substance misuse and physical health problems. • The ability to undertake adult-focused assistive technology assessments in relation to the needs of adults and their carers within a person-centred approach • To have experience of prescribing equipment and or minor adaptations, as part of creating and implementing, individually tailored care/support plans that demonstrate flexibility and innovative use of resources. • To enable citizens, their carers and families to fully participate in creating and reviewing care plans. • Experience of multi-agency and multi-disciplinary working 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
Skills & Abilities	
<ul style="list-style-type: none"> • Ability to maintain clear and accurate records and to provide effective evidence regarding decision making • Ability to communicate effectively in person, on the phone and via electronic systems • Ability to use electronic data base to record performance and service user related data • To manage and prioritise a caseload and to work autonomously. • To demonstrate a commitment to ongoing professional development. 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p>
Qualifications	
<ul style="list-style-type: none"> • Full Driving Licence is required (unless disability precludes this) 	<p>E</p>
Behaviours	
<ul style="list-style-type: none"> • Ability to work collaboratively and flexibly with service users and their networks of support • To establish effective working relationships with colleagues within the team and from other agencies. • Able to provide a service to a diverse range of people to promote good relations and equality. • Honesty and Integrity • This role is subject to an enhanced Disclosure and Baring Service (DBS) check. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

Author.....

Date.....