



Job Description and Person Specification

Job Title	Assistive Technology Engineer
Job Grade	NCC grade F
Reports to	NOC 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	<p>The post holder will undertake complex assistive technology equipment installation and maintenance for the Assistive Technology Service provided by Nottingham on Call, working in partnership with Nottingham City Council Adult Social Care.</p> <p>Duties will include visiting assistive technology service users, to advise, install, programme, test and maintain a range of assistive technology equipment including the removal of equipment that is no longer required. The post holder will also be required to provide training to Assistive Technology Officer regarding basic assistive technology installations.</p>
Key Accountabilities	<ul style="list-style-type: none"> • To undertake home visits to older people and other vulnerable adults across tenure types to install, programme and test assistive technology equipment (including keysafes) in the homes of customers. • To be able to work from installation specifications. • To be able to install equipment using the appropriate electrical drilling equipment. • To ensure all installed equipment is tested to Nottingham on Call before leaving site • To undertake home visits to resolve faults if necessary • To ensure full compliance with all safety procedures and requirements of statutory health and safety legislation. • To maintain all tools, plant and equipment to a safe standard, reporting appropriate defects / damage to the Team



	<p>Leader.</p> <ul style="list-style-type: none">• To ensure all rechargeable equipment is kept fully charged at all times.• To ensure that all stock records are updated following installations and that the stock room is kept in an orderly and clean manner• To ensure all the required daily installations are completed in line with Nottingham City Council target installation times• To offer training support and guidance to Assistive Technology Officers with regard to basic assistive technology installations• To use computerised systems to update records of installed assistive technology equipment for the to ensure correct administration• To provide some equipment advice and guidance to assistive technology referrers as to which equipment might be suitable for their clients.• To recognise and identify the general care needs of service users and, when appropriate, refer to and liaise with the Team Leader for referral to voluntary and statutory agencies and carers.• To provide a professional and caring service by dealing sensitively with a diverse customer base and by maintaining confidentiality at all times.• To maintain confidentiality and observe GDPR guidelines at all times.• To have a serviceable vehicle available at all times when on duty and to use the mobile telephone, and lone worker system in accordance with Nottingham City Council code of practice• To manage individual performance in order to achieve departmental and local targets for installations.• To provide emergency cover in the call monitoring centre as required.• 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
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	<p>Inclusion strategy and objectives and to participate in training activities necessary to your post.</p> <ul style="list-style-type: none">• To carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those required of this grade level.
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Signed and agreed by the post holder..... date.....



PERSON SPECIFICATION – Title

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • An understanding of assistive technology and its role in helping manage the needs of older and vulnerable adults in their own home. • Experience of assistive technology equipment installation programming and maintenance • Understanding of the needs of older and vulnerable people and the services available to them • Understanding of Health & Safety Legislation especially when working in customers premises. • Knowledge and experience of using IT as an analytical and management tool when installing Telecare • Must demonstrate awareness and understanding of equality issues and commitment to the implementation of NCC’s Equality, Diversity and Inclusion strategy and objectives 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>
Skills & Abilities	
<ul style="list-style-type: none"> • Ability to deal with distressing situations whilst remaining calm, sensitive tactful and diplomatic • Effectively manage a diverse workload under pressure to meet specified targets and deadlines, whilst demonstrating accuracy, neatness, and prioritisation and organisation skills. • Good interpersonal skills and a proven ability to communicate effectively at all levels • Able to develop and present written or verbal information in a clear and concise manner to customers when installing assistive technology equipment. • Able to demonstrate skills to improve services and performance for our tenants and when installing assistive technology equipment. • Ability to keep accurate records • Ability to work under pressure and meet tight deadlines 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>
Qualifications	
<ul style="list-style-type: none"> • Current Driving Licence with access to a vehicle at all times 	<p>E</p>
Behaviours	
<ul style="list-style-type: none"> • Must be flexible and prepared to work outside normal office hours, on occasions, including some weekends and bank holidays according to the needs of the service. • Ability to challenge discriminatory attitudes, statements and behaviour 	<p>E</p> <p>E</p> <p>E</p>

Author.....

Date.....