

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Telecare Support Officer
Service Area / Team	Regulatory & Community Services / Lifeline
Reports to	Senior Telecare Support Officer
Post Number	LL005
Grade	Grade D
Politically Restricted Post	No
DBS Requirement	Enhanced

JOB PURPOSE
• To contribute to the effective delivery of Lifeline 365 by responding to requests for installation giving advice and instruction relating to Telecare equipment. • Promote Lifeline to professional groups, community groups and voluntary organisations. • To research, trial and test the latest technology.

MAIN DUTIES AND RESPONSIBILITIES
• Visit personal or business properties to install lifeline equipment as requested within service standard timescales. This includes standard lifeline, Digital lifelines, fall detectors, minuet pendants, smoke alarms, co2 detectors, property exit sensors, door sensors, pressure mats, epilepsy sensors, bed/chair sensors, care assists, and all current GPS devices. • Collect accurate details from the client at the point of install that will be held on the computer system. This includes personal details, medical details, emergency contact details, keysafe details and if required bank details.

• Liaise with clients or their families regarding timings of appointments, ascertain if there are any special circumstances regarding access to the property or things not to be discussed in front of the client. Plan most appropriate route for that days visits.
• Give detailed presentations on the lifeline service and the equipment to groups and industry professionals.
• To actively promote the lifeline service by visiting NHS or private businesses to discuss the service and provide written information.
• To program and maintain telecare equipment, liaising with line manager if any issues are discovered.
• To troubleshoot any issues regarding lifeline equipment referred via the control centre.
• Requested additional maintenance (PR) visits to existing clients, to replace lost pendants or to add an additional pendant for a second client. To demonstrate and/or install additional Telecare sensors. To follow up non-payment of invoices after official letter is sent to help work out payment plan for the client and occasionally to remove equipment. To collect Lifeline unit when no longer required if client unable to return by usual postal method.
• To carry out visits as and when required to trouble shoot potentially faulty telecare equipment and take appropriate action as needed to ensure the client has working equipment before leaving them.
• Maintaining the upkeep of company vehicle.
• Ensuring equipment is installed in a safe manor and clients have a full understanding of installed Telecare equipment.
• Holding stands at local events promoting the lifeline service and products.
• To demonstrate and train lone worker GPS devices to internal and external groups.

CORPORATE RESPONSIBILITIES
• Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
• To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
• To actively demonstrate the values and behaviours of the council.
• To ensure our customers are valued by taking into account their views and needs in all that we do.
• To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
• To communicate openly and honestly with colleagues, members and customers.
• To undergo any training necessary to be able to fulfil the requirements of the job.
• To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Telecare Support Officer

Important Information for Applicants: The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential Good basic education to GCSE A-C standard or equivalent (including Maths & English)	✓		
	Desirable			
Experience and Knowledge	Essential - Experience of working in a telecare environment. - Good communication skills - Experience of managing your own workload	✓ ✓ ✓	✓ ✓ ✓	
	Desirable			
Skills and Abilities	Essential - Ability to work as part of a team and work on own initiative - Ability to operate on own initiative with minimal supervision - Excellent written and oral communication skills - High level of attention to detail and accuracy - Competent user of IT, particularly Microsoft Office - Proactive and committed to continued service and personal development - Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times.	✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓	

	▪ Ability to demonstrate a professional and customer orientated approach ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels ▪ The ability to travel around this district to and from appointments in an efficient and effective manner	✓	✓ ✓	
	Desirable ▪			