

Job Description

Job Title: TECS Lead

POSCODE:

Grade: P1

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

Prevention & Early Intervention is about helping people to remain independent living in their communities, providing information and support to enable them to do things for themselves rather than having things done for them. Technology Enabled Care Services (TECS) is a joint health and social care funded team which forms a part of Prevention and Early Intervention Services in Cambridgeshire. Combined our services prevent reduce and delay the need for formal care services, support informal carers and help communities to build resilience.

TECS provide guidance, training and advice alongside the loan of various items of assistive technology which might be useful to support independence and maintain safety for people. TECS is a fast paced environment working closely with a range of colleagues across the health and social care economy and playing an important part in managing demand on services and improving well-being of those we work with.

TECS is a multi-disciplinary team working together to provide timely and focused support to improve quality of life, supporting people, carers, and families to take control of and make well-informed choices about their or their family members' care and support.

Responsible for the day-to-day management and support of the TECS service to meet the needs of the people who require early intervention. Working collaboratively with colleagues across the health and social care sectors to develop procedures and processes and systems and manage staff that will ensure effective and efficient service delivery, ensuring compliance with the Technology Services Associations (TSA) regulations and Cambridgeshire County Council (CCC), policies and procedures.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	<p>To carry a caseload and undertake assessments of service users and carers needs, providing technical assessments of their living environment in order to identify and agree solutions that will enable people to live as independently as possible in the home of their choice. Providing ongoing support and referrals as required.</p> <p>To work with a wide range of service users; children, older people, people with physical disabilities, learning difficulties, sensory impairments and mental health problems.</p>

	Manage the day-to-day relationships with service users, carers, partners and third sector organisations to ensure quality and cost-effective services that have the ability to continually improve in line with agreed needs, budgets, policies, legislation and targets.
2.	<p>Lead, manage and empower TECS using a person-centred approach where dignity and respect are paramount, whilst ensuring a high quality, professional, safe and excellent service is provided, and high standards are maintained.</p> <p>Lead support of TECS Coordinators and Senior Technician in assessing and reviewing the needs of service users and carers, ensuring personalised, strengths-based risk assessment and outcome focused plans.</p> <p>Managing a “front door” duty function of receiving referrals, screening and prioritising them through risk and need, gathering supplementary information, managing allocations for immediate action or waiting list. To provide advice to professional colleagues on the management of their service users with regard to technological needs and solutions.</p> <p>To complete programming and installation of a range of technology in service user’s homes accompanied with providing education in use of the equipment to service users and their carers when needed.</p>
3.	Promote good practice and a positive working culture, ensuring that systems are maintained and developed to generate the evidence required to meeting the regulations and registration requirements of Technology Services Association (TSA), compliance with legislation, management oversight of audits, risk assessment, review, and to promote the independence and skills of the people we support.
4.	Lead, manage, recruit, develop, and appraise staff, and volunteers, to maintain a responsive, skilled, well trained and effective team, leading those staff through the changing focus of service delivery. Ensure that recruitment and selection of staff is undertaken in line with CCC policy and safer employment and recruitment and legislative standards. Manage and facilitate access to training opportunities, ensuring that staff have the appropriate skills to perform tasks at high standards, and manage and address all concerns regarding performance, discipline and attendance.
5.	Maintain and update knowledge around policy and changes within TEC industry as well as technical equipment, reviewing stock lists, undertaking research on new products, completing trials and making occasional one-off purchases to meet individual service users needs.
6.	Realising and identifying potential efficiency savings/gains within teams, taking action to ensure these are realised, and reporting performances to TECS Team Manager and so enabling effective management of the overall budget for all Prevention & Intervention services. Authorise agreement of equipment spend to TECS Senior level and work alongside team manager to ensure that compliance of contracts.
7.	Work effectively as part of a multi-disciplinary team and partners, including those within Prevention and Early Intervention, health and social care sectors and TEC industry. To ensure open dialog and feedback channels for concerns, ensuring processes and procedures are

	effective and in place. With the purpose of enabling people to live in their own homes safely and maximising their independence through the correct use of TEC.
8.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job - overseas equivalents will be recognised.

(Please note for some roles you may be required to register with a professional body e.g. Social Work England that have specific rules in relation to overseas qualifications).

Qualifications Required	Subject	Essential/ Desirable
NVQ Level 5, or equivalent	Nursing/Social Work/Care or Health related area	E
Degree/Professional, or equivalent	Management Qualification	D
Evidence of ability to study, and work toward further qualification		D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Health and social care policy & practice	Sound knowledge base that demonstrates an understanding of how people's health & social care needs can be met through the provision of technology and its role in meeting the requirements of The Care Act 2014.	E
Technology Enabled Care	Good knowledge of developments and trends within health & social care, particularly around TEC solutions. In depth / detailed and up to date knowledge of the range of TEC products, interventions and applications.	E E
Professional Knowledge, awareness, understanding and best practice	Knowledge and understanding of health & social care practice, including safeguarding requirements. Evidence of continuing professional development.	E
Whole Systems and partnership working	Sound knowledge and understanding of how TEC can contribute to supporting people across the 'whole system'. Experience of successful multidisciplinary and interagency working. Experience of	E

	successful collaboration and engagement with third sector organisations.	
Contract Management	Knowledge around contract monitoring and working alongside supplier and commissioning to ensure contracts are complaint I	D
Skills and Experience		
General Management	<p>High level skills in communication both verbal and written and active listening.</p> <p>Ability to plan and set priorities for a group.</p> <p>Ability to make cost effective use of available resources taking responsibility for results.</p> <p>Financial management and budgetary control knowledge and skill.</p> <p>Experience and/or understanding of line management role and responsibilities.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>
Leadership	<p>Ability to develop and motivate colleagues and partners in relation to multidisciplinary service delivery.</p> <p>Taking personal responsibility for making things happen and achieving desired results.</p> <p>Ability to be assertive with staff, partners and others to deliver positive outcomes for service users.</p> <p>Ability to Chair meetings and present with impact.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>
Decision Making	<p>Ability to challenge others constructively and to make informed decisions that, if challenged, can be substantiated.</p> <p>Ability to prioritise issues and cases on the basis of risk.</p>	<p>E</p> <p>E</p>
Communication and presentation	<p>Effective written and oral communication skills including strong interpersonal skills in groups, teams and on a 1:1 basic. Confident in use and learning of technology systems.</p> <p>Ability to communicate at different levels across different agencies, services and groups.</p>	<p>E</p> <p>D</p>

	Teaching and presentation skills in order to plan, and oversee the delivery TEC training.	D
Quality Assurance	Experience of undertaking a range of governance activities to provide assurance on service quality	D
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
Safeguarding <i>(include for roles working with children/vulnerable adults)</i>	Demonstrate an understanding of the safe working practices that apply to this role.	
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks