

Job Description

Job Title: TECS Support Coordinator

Position Number:

Grade: S01

Overall purpose of the job

To enable people to remain living as independently as possible by undertaking all stages of provision of the Technology Enabled Care Service, including referral management, assessment, planning, equipment provision, monitoring, review and discharge. To contribute to promoting the TEC Service and provide training to develop and maintain the awareness of colleagues.

The people we work with will often have complex needs and live in challenging and complex circumstances. The post holder will apply a wide range of knowledges and skills to build good relationships and ensure a strengths based, person centered approach.

Main accountabilities

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

	Main accountabilities
1.	To carry a caseload and undertake assessments of service users and carers needs and 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. To work with a wide range of service users; children, older people, people with physical disabilities, learning difficulties, sensory impairments and mental health problems.
2.	Working on a rota basis to undertake duty function of receiving referrals, screening and prioritising, gathering supplementary information, managing allocations for immediate action or waiting list. To provide telephone advice to professional colleagues.
3.	To complete programming and installation of a range of telecare and telehealth equipment in service users' homes, accompanied with providing education in the use of equipment to service users and their carers. To include setting up advance management plans with a range of call centers and with caseload holding clinical specialists.
4.	To complete reviews of equipment installations to ensure it is being used fully and reliably. Reviews should be completed in accordance with the service standards and updating equipment provision according to the changing needs of the service user. For service users with telehealth and activity monitoring equipment to undertake daily monitoring of incoming data and escalate urgent responses when this is needed.
5.	To deliver training programmes to both internal and external partners such as colleagues from health, housing, social care and the voluntary sector to raise awareness of TEC.

6.	To continuously update knowledge of technical equipment, review stock lists, undertake research on new products, complete trials and make occasional one-off purchases to meet individual service user's needs.
7.	To maintain accurate and contemporary electronic records on both health and social care databases in accordance with service standards and reporting requirements.
8.	To travel throughout the county as required.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
VQ Level 4 or equivalent relevant qualification 3 A Levels or equivalent GCSE level C in Maths and English or equivalent		E
Qualification in a social care related subject Degree in a social care related subject	Nurse or Social Worker or Occupational Therapist or equivalent	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 telehealthcare technology and its role in meeting the requirements of The Care Act 2014.	E
TEC	A basic knowledge of the range of telehealthcare products, interventions, and applications. Aptitude for working and learning about new technologies, including programming and installations.	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 E
Whole systems & partnership working	Experience of successful multidisciplinary and interagency working.	E
	Experience of successful collaboration and engagement with third sector organisations.	D
Health & Safety	Knowledge and appreciation of Health & Safety procedures and how it relates to the provision of telehealthcare.	D
Technical expertise	Basic knowledge of the technical specifications of TEC equipment.	D
CCC	Broad knowledge of CCC and / or the NHS organisations with an understanding of the political and managerial sensitivities and cultures operating within them.	D
Skills		
General Management	Proven experience of working as part of a team. Ability to plan and set priorities for individual caseload and in collaboration with team colleagues. Ability to make cost effective use of available resources taking responsibility for results.	E E D
Workload & systems management	Successful experience of workload management, including prioritisation of work and use of IT systems to deliver and monitor workload performance.	D

Leadership	<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 develop and motivate colleagues and partners in relation to multidisciplinary service delivery.</p>	<p>E</p> <p>E</p> <p>E</p>
Analytical	<p>Ability to exercise sensitivity and clear judgement over organisational issues and developments and to arrive at a balanced view.</p> <p>Ability to understand and analyse complex cases and offer sound, professional advice.</p>	<p>E</p> <p>D</p>
	<p>Demonstrable ability to learn from experience and to share that learning to improve service and staff performance.</p> <p>Audit and evaluation of services.</p> <p>Good level of analytical ability, particularly in relation to critical analysis of research and product development.</p>	<p>E</p> <p>D</p> <p>D</p>
Collaborative	<p>Ability to collaborate with other agencies across health, housing, social care, independent sector and third sector.</p> <p>Ability to create accessible ways of working that effectively engage and involve service users and carers.</p>	<p>E</p> <p>E</p>

Communication & presentation	<p>Effective written and oral communication skills including strong interpersonal skills in groups, teams and on a 1:1 basis.</p> <p>Ability to communicate at different levels across different agencies, services and groups.</p> <p>Teaching and presentation skills in order to plan and deliver Training and Awareness Raising training.</p>	<p>E</p> <p>E</p> <p>E</p>
Decision making	Ability to prioritise issues and cases on the basis of risk.	E
Assessment	Ability to assess service users in relation to their need for technological solutions and to be able to decide on the most appropriate piece of technology to meet their needs.	E
Quality Assurance	Experience of undertaking a range of governance activities to provide assurance on service quality.	D
Other Requirements		
Ability and the means to travel across multiple office areas and locations.		
Equality, Diversity, and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role.	
Safeguarding (include for roles working with children/vulnerable adults)	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 young people/vulnerable adults.	

Disclosure Level

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

Work Type

What work type does this role fit into?	Fixed	Hybrid	Flexible	Field	Home
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