

Job Description

Job Title:	Telecare Technical Team Leader
Directorate:	Adult Social Care and All Age Commissioning
Section:	Provider Services
Responsible to:	Telecare and Rehabilitation Services Manager
Responsible for:	Telecare Technicians
Grade:	Level 8

Job Purpose

The post holder will manage the Telecare Technician Team which provides a responsive service for the needs assessment, deliver, installation and user and carer training of Telecare and Lifelines equipment. In addition, the post holder will be responsible for scheduling the installation, checking, maintenance and repair of all Telecare/Lifeline equipment within patients/clients' homes and at operational base and the monitoring and reporting of the effectiveness of such equipment. To maintain knowledge of all relevant service equipment and technology and disseminating this knowledge to all members of the Technician team and other service members. To undergo product, equipment and service training when required and be able to transfer that knowledge through the running of ongoing team training programmes. To set up and manage an "equipment returns" programme which tests, repairs and decontaminates equipment prior to being re-issued to service users and at the same time report on any equipment failures and replacements.

Key Duties / Responsibilities

1. Manage the Technician Team including all supervisions, PLANs, organisation of training and performance management including absence management.
2. Manage the interface between the Technician Team and the other Telecare Teams,
3. Represent the technical side of Telecare including the introduction of new equipment to other stakeholders.
4. Provide equipment and technical support for promotional and training events.
5. Manager any out of hours emergency responses and where necessary attend to support the Technician team.
6. Achieve and retain ISO9001 accreditation within the Technician team service area.
7. Achieve and retain TSA Accreditation within the Technician Team service area.
8. Achieve and retain any other accreditation or quality standard agreed for the service.
9. Meet the service performance targets for the installation, deinstallation, maintenance and repair of all service equipment.

10. Manage the recovery of decommissioned equipment from service user premises.
11. Ensure the Technician team operates within all Health and Safety Regulations.
12. Setting up and managing a Portable Appliance Testing programme for all equipment in service to meet regulatory and Health and Safety requirements.
13. Meet the Technical Team service targets (including on delivery times, de-installation, assessment times, asset recovery) and report on these to the Telecare and Rehabilitation Services Manager.
14. Report back any issues being experienced with types or makes of service equipment and make recommendations to correct.
15. Ensure that all Technicians are trained in relevant equipment installation, maintenance and repair.
16. Ensure all Technicians are trained or qualified as "Trusted Assessors".
17. Schedule the work of the Technicians Team.
18. Manage and monitor the use of Service Vehicles and report on any issues.
19. Ensure that mileage and worksheets are maintained by all members of the Technician Team.
20. Manage the equipment in service including equipment returns prior to going back into stock.
21. Prepare and provide regular reports as required by the Telecare and Rehabilitation Services Manager.
22. Report on any Risks or Issues identified within the Technician Team or the service as a whole.
23. Manage the interface between the Technician Team and other areas of the Telecare/Lifeline Service.
24. Ensure all worksheets and documentation issued to the Technician Team are properly completed and returned to Business Support within agreed timescales.
25. To represent the Telecare Service at public and stakeholder events including demonstrations.
26. A flexible "can-do" attitude.
27. An organised, logical, practical and problem solving approach.
28. An empathetic nature conducive to working with older and vulnerable people.
29. An understanding of the needs of the diverse population of Stoke-on-Trent.
30. Any other duties commensurate with the grading of the post.

Person Specification

Job Title: Telecare Technical Team Leader
Directorate: Adult Social Care and All Age Commissioning
Section: Provider Services

Minimum essential requirements – evidenced by: **a:** application form **b:** test **c:** interview

Criteria	a	b	c
Enhanced IT Literacy including word, Excel, Access, Powerpoint and CRM applications	✓	✓	
An understanding of assistive technology and the supporting technologies that enable it's use	✓		✓
An understanding of the application of assistive technology within the social care setting	✓		✓
Experience of managing a field based team	✓		✓
Experience of managing the dispersion of equipment into the service and the return of equipment into stock	✓		
Experience of customer queries and complaints ideally within a vulnerable client group	✓		✓
Ability to transfer knowledge in a structured and organised manner to colleagues, clients, carers and stakeholders	✓	✓	
Driving Licence (Category B) with no more than 6 points and the ability to attend any address within the Stoke-on-Trent city boundaries	✓		
Ability to communicate with a range of audiences such as colleagues, professionals, stakeholders, service users and carers.			✓
Ability to motivate the Technician Team to meet performance and service targets	✓		✓
Ability to assess situations and to take responsibility for decisions.	✓		✓
A flexible "can-do" approach	✓		
An organised, logical, practical and problem solving approach			✓
An empathetic nature conducive to working with older and vulnerable people	✓		
An understanding of the needs of the diverse population of Stoke-on-Trent	✓		✓
A committed individual who can act as part of a team or take individual decisions and actions	✓		✓
An ability to fulfil all spoken aspects of the role with confidence through the medium of English			✓

Conditions of Service

Job Title: Technical Team Leader

Directorate: Adult Social Care & All Age Commissioning

Section: Telecare and Lifelines

Grade: Level 8

Salary: £33,699 - £36,363

Duration: This is a permanent post.

Working hours: Your normal hours of work are based on a 37 hour week.

Annual Leave Entitlement: You will be entitled to 28 days annual leave rising to 33 days after five years continuous service and eight public / bank holidays. The above entitlement will be calculated pro rata depending upon hours of work

Sickness Absence: This will be paid at basic levels. This means that any enhancements normally received for shift work, weekend working and so on will not be paid on days when you are absent from work due to sickness

Pension Provisions: For occupational pension purposes you will have the choice of:-

- a. Joining or continuing in the Local Government Pension Scheme.
- b. Arranging your own personal pension provision approved by the Inland Revenue.

Business Mileage: If you have to use your own vehicle on council business please ensure that you are insured to do so then the appropriate allowance is payable as per the national scheme.

Notice Period: Your notice period will be dependent upon the grade of the post and your continuous service.

Probation Period: New entrants to local Government service are subject to a probationary period of six months during which you are expected to establish your suitability to the post.

Equal Opportunities Monitoring: New entrants must provide details of ethnicity and disability for the starter forms to enable the city council to monitor its progress towards being an equal opportunities employer.

Medical Examination: Your employment is subject to the council's medical adviser giving medical clearance. Initially, this will take the form of a medical questionnaire.

Disclosure and Barring Service (DBS) Check: This post is exempted under the Rehabilitation of Offenders Act 1974 therefore appointment to this post is conditional upon the receipt of a satisfactory response to a check of police records. You should note that the existence of an unsatisfactory police check may result in the withdrawal of the offer of employment.

If during your continued employment you receive any convictions, cautions, reprimands or final warnings that are not “protected” as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1974 (as amended on 2013) you are required to disclose to your manager immediately that you have been convicted or cautioned during the period of your employment. Guidance and criteria on the filtering of “unprotected” cautions and convictions can be found on the Disclosure and Barring Service website.

Asylum and Immigration: According to the Immigration, Asylum, Nationality Act 2006 you must (if appointed) provide proof of current and valid permission to be in the United Kingdom, and valid permission to do the type of work offered.

Your continuing employment is subject to you having leave to remain and work in the United Kingdom by having a valid work permit. Should your work permit fail to be renewed at a future date, the authority would have to terminate your contract with immediate effect.

Trade Unions: As your employer, we support the system of collective bargaining in every way and believe in the principal of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the employees. If collective bargaining of this kind is to continue and improve for the benefit of both, it is essential that the employee’s organisations should be fully representative. Therefore, it is recommended that employees become a member of a trade union represented on the relevant national joint council.

A full list of the trade unions appropriate to the type and nature of employment is available from HR.

Other Conditions of Service: Any other conditions of service are as per the Scheme of Conditions of the National Joint Council for Local Government Services as amended by decisions, rules and regulations of the City Council.