



Coventry City Council

## Job Description

<b>Job Title:</b>	Telecare/Driver Technician	<b>Job Number:</b>	Y5813D
<b>Service:</b>	Therapy and Enablement Services: Integrated Community Equipment Service	<b>Grade:</b>	4
<b>Location:</b>	Widdrington Road, Coventry, CV1 4NA		

### Job Purpose:

1. To undertake delivery, installation, collection, programming and maintenance of disability equipment to people in the community.
2. To provide support to the Telecare Team and/or Driver Team Lead/Driver Technicians to ensure an effective and efficient service delivery.
3. To support the Telecare Service on a day to day basis to enable the service to expand and promote people's health, safety and independence within defined legislative and procedural requirements.

### Main Duties and Responsibilities:

1. To undertake deliveries and collections of disability and specialist Telecare equipment in the community.
2. To undertake the Telecare Technician role which includes programming the equipment to be delivered and installed, picking stock, loading the van, planning the delivery route, and completing the necessary paperwork / computer data entry.
3. To respond to reports of equipment breakdown/failures/faults and ensure that appropriate and timely action is taken.
4. To prioritise and allocate work to other staff members as appropriate.
5. To provide training and support regarding disability and Telecare equipment where appropriate.
6. To respond appropriately to customer comments, compliments or complaints.
7. To provide cover for the Telecare Support Officer/Driver Team Lead as required.
8. Contribute to the continued improvement of the Telecare service through active involvement in service planning and evaluation.
9. Take responsibility for ensuring that the Telecare fleet vehicle is roadworthy and maintained in accordance with policy and procedure.
10. To ensure that the service enables citizens of Coventry to maintain their dignity, safety and independence through the provision of assistive technology.
11. To provide an effective and efficient public interface and provide information, advice, guidance to enable them to access the Telecare Service.
12. To collate and provide regular statistical information about the service as required.

13. To obtain and record accurate information from a variety of sources in order to enable decisions to be made on appropriateness, priority and eligibility for Telecare equipment.
14. To record and maintain information within any relevant software applications relating to the delivery of the service.
15. To raise awareness and support promotional events.
16. To contribute to the production of promotional information in different formats about the Telecare Service
17. To contribute to the development of procedures & protocols to support the successful implementation of an effective Telecare Service.
18. To enable people who are dissatisfied with the services they receive, to make use of representations and complaints systems, and to incorporate any learning into practice whilst also receiving, recording and acknowledging compliments.
19. To undertake appropriate learning and development as required for continuous development.
20. Any other duties and responsibilities within the range of the salary grade.

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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** Telecare Advisor

**Date Reviewed:** September 2020

**Updated:**



Coventry City Council

## Person Specification

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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• The importance of maintaining client confidentiality</li><li>• Knowledge of Health and Safety regulations and their relevance to this role.</li><li>• An ability to communicate effectively with people across a wide range of services.</li><li>• An ability to use a problem-solving approach to respond appropriately to a wide range of enquiries.</li><li>• Knowledge of health and social care services.</li><li>• Knowledge of other agencies who provide support to vulnerable people.</li><li>• Good level of knowledge regarding Telecare, its application and how it can support individuals and carers</li><li>• Knowledge of installation processes for electrical equipment and legal regulations</li></ul>
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<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Use effective communication with a variety of people, including service users, prescribers, managers and the Multi-Disciplinary Team</li><li>• Able to follow manufacturer's instructions to fit a wide variety of equipment in service user's homes and to be able to demonstrate the fitment and use to service users.</li><li>• Able to identify if any risks have been created by the installation of equipment and to rectify this appropriately.</li><li>• To be able to retrieve equipment from stock (shelf and floor storage) and load the van according to the route.</li></ul>
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	<ul style="list-style-type: none"> <li>• When handling products, able to select and use/operate appropriate moving and handling equipment to minimise risk to self or others.</li> <li>• Able to work independently in the community, but also able to recognise where guidance / assistance may be necessary</li> <li>• Able to work as an effective team member</li> <li>• Able to work autonomously or part of a team and use effective communication, record keeping, motivating others, and problem solving</li> <li>• Willingness to participate in supervision and undertake relevant training</li> <li>• Ability to proactively encourage innovation</li> <li>• Ability to demonstrate problem solving</li> <li>• An ability to communicate effectively orally and in writing.</li> <li>• Good interpersonal and customer service skills.</li> <li>• An ability to work using own initiative within boundaries.</li> <li>• Ability to work in partnership and demonstrate commitment to collaborative styles of working within the Directorate and with partners.</li> <li>• Ability to prioritise, plan and make best use of resources</li> <li>• Ability to effectively use IT skills and equipment to communicate and produce appropriate formats for reports e.g. PowerPoint, Excel and Microsoft Word.</li> </ul>
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<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Multi-drop delivery driving would be advantageous</li> <li>• Ability to demonstrate a basic understanding of the infrastructure and platforms that support Telecare/ Telehealth equipment</li> <li>• Basic knowledge of linked and standalone Assistive Technology equipment and its application</li> <li>• Have an excellent understanding of dealing with enquiries from the general public and staff alike, and good experience of providing information and advice</li> </ul>
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<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Current clean UK Driver's licence is essential</li> <li>• English and Maths at GCSE level 'C' or above or equivalent</li> <li>• Current PAT certification would be beneficial</li> </ul>
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<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</li> </ul>
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**Date Reviewed:**

**Updated:** September 2020