



Coventry City Council

## Job Description

<b>Job Title:</b>	Telecare Clinical Advisor	<b>Job Number:</b>	Y5842D
<b>Service:</b>	Adult Social Care	<b>Grade:</b>	7
<b>Location:</b>	The ICES, Widdrington Road, CV1 4NA		

This Authority is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment. To work closely with service users and other professionals to provide assessment and service provision to professionally accepted standards across service area.

### Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

- To work as part of the Integrated Community Equipment Service (ICES) to develop Coventry City Council's Telecare offer.
- Provide individualised, outcomes-led personalised Telecare solutions based on structured individual assessments that deliver choice and independence to service users and carers.
- Provide expert support and specialist advice and guidance on Telecare products and services to users, carers, colleagues and other stakeholders.
- Ensure compliance with the service's standards and processes, and operate within the context of the service priorities and principles of increasing user choice and control over the services they receive.
- Conduct timely, regular and frequent reviews of people's Telecare support plans through structured reassessments, and put in place any necessary revisions to ensure that the Telecare plans remain relevant, proportionate, appropriate and cost effective in delivering the required outcomes, in the context of changing circumstances.
- Work closely and collaboratively with the Council's other partner agencies to deliver an integrated service that meets both current and future needs.
- Ensure continued focus on enablement and developing independence through promoting self-directed support and achieving excellence in customer care and service delivery.
- Market and promote the role of Assistive Technology across partners to ensure the public are able to self-serve where possible and can be directed to technology solutions from first point of contact and from any Health and Social Care interaction.
- To train Health and Social Care professionals to enable them to appropriately prescribe Telecare to clients & conduct expert assessments for self-funding clients.
- To work as part of the ICES management team an supervise, support and direct team members.

### Main Duties and Responsibilities:

- Support a high performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.

- Deliver an outcome-orientated service that maximises productivity and throughput to make best use of finite resources.
- Support effective partnership working with internal and external stakeholders, in order to achieve continuous improvement in the provision of services.
- To be responsible for the authorisation and monitoring of budgetary spend in the areas of Telecare installation/maintenance and purchasing of standalone technology.
- Work flexibly and respond positively to changing business and user needs and carry out any other duties within the scope of the nature and grade of the post.
- Apply the principles of sound financial practice necessary to operate within defined budget limits. Work within a culture of value for money and sound financial practice within the council.
- Ensure all communications are clear, effective and appropriately targeted in compliance with communication corporate standards. Deal effectively and professionally with challenging service users, stakeholders, partners and agencies
- Promote and safeguard the welfare of adults at risk, ensuring this principle, culture and practice is embedded across the team and in all business processes and communications, in compliance with national and local procedures and protocols.
- Ensure that all personal data is handled securely and in strict compliance with the data protection legislation and local and corporate data management protocols and principles.
- To work as part of the ICES management team to support in their absence and to direct ICES team members.
- To have direct line management responsibility for the ICES and Telecare Driver Technician team.

#### **Other Job Activities and Duties:**

- Conduct assessments and reviews including specific Telecare assessments in order to establish cost effective, relevant, proportionate and appropriate options. Ensure a consistent high quality targeted service to users that supports their long-term independence and choice.
- Provide expert/specialist support, guidance and training to multi-disciplinary teams on all aspects of Telecare products, installation methods and services relevant to the user group, and promote Telecare referrals.
- Deliver a high performing, quality service that is cost effective and highly integrated between social care and health, with an increased focus on personalisation and self-directed support.
- Maintain effective working relationships with partners who operate both within and outside of the council, such as other care providers and colleagues, to achieve an integrated approach to assessment, planning and review.
- Take responsibility for promoting, monitoring and safeguarding the welfare of people who come into contact with the service.
- Monitor and carry out timely, regular and frequent reviews of people's Telecare support plans in compliance with service targets. Reviews may be attended by service users, colleagues, representatives of other agencies.
- Organise and arrange Telecare equipment demonstrations, alongside council partners, to members of the public, colleagues and partner agencies – co-ordinate and support an on-going roadshow of demonstrations and events, driven by a Telecare communication plan
- Work closely with health and social care professionals to promote Telecare within the context of enablement and personalisation.
- Represent the council at regional Telehealth care networks and events, and link with neighbouring authorities and good practice services to ensure best of breed is adopted, where applicable, in Coventry
- Ensure the timely and accurate recording of service users and carers and other related data on appropriate systems, such as the case management system, document management system, and purchasing/finance system in line with the processes, standards and protocols of the council.
- Ensure full compliance with statutory regulations, policies, procedures, best practice and professional standards.

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 Workforce Diversity and Inclusion Policy.

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

**Responsible for:** Telecare Support Officer

**Responsible to:** ICES & Telecare Clinical Lead, Adult Social Care

**Date Reviewed:** April 2022

**Updated:** September 2022



Coventry City Council

## Person Specification

<b>Job Title:</b>	Telecare Clinical Advisor	<b>Job Number:</b>	Y5812D
<b>Service:</b>	Adult Social Care	<b>Grade:</b>	7
<b>Location:</b>	The ICES, Widdrington Road, CV1 4NA		

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Substantial professional knowledge base in relation to assessment for Telecare provision</li><li>• Contemporary knowledge of the relevant legal statutory frameworks in health and social care and associated relevant guidance.</li><li>• Up-to-date knowledge of linked and standalone Assistive Technology equipment and its application</li><li>• Have an excellent understanding of research relating to Telecare and Telehealth</li><li>• Extensive knowledge of the principles and implementation of personalisation</li></ul>
<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Ability to proactively encourage innovation</li><li>• Ability to demonstrate problem solving</li></ul>
	<ul style="list-style-type: none"><li>• Ability to understand principles of risk assessment and work within legal, clinical and social frameworks.</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></ul>
	<ul style="list-style-type: none"><li>• Ability to present complex information clearly on a one-to-one and group basis</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. Self-Awareness: learns continuously and effectively adapts behaviour in response to feedback.</li><li>• Personal Effectiveness: makes things happen, operates with resilience, flexibility and integrity.</li><li>• Communication: Shares and listens to information, opinions and ideas, using a range of effective approaches.</li><li>• Service Delivery: understands customer needs and responds appropriately</li></ul>
	<ul style="list-style-type: none"><li>• Ability to demonstrate a good understanding of the Technical infrastructure and platforms that support Telecare/ Telehealth equipment</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of carrying out assessment of individual user needs in different care settings and identification of individual technology solutions to meet those needs</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of involving people in service planning and development, including carers, older people, adults with learning, physical or sensory impairments, or people who use mental health services</li> <li>• Experience with supervision / line management</li> </ul>
<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Educated to Degree level or equivalent academic ability and or equivalent experience</li> <li>• Project management qualification or equivalent experience</li> </ul>
	<ul style="list-style-type: none"> <li>• Relevant professional qualification, for example in Occupational Therapy, physiotherapy, Social Work &amp; Nursing</li> <li>• Registration with HCPC / MNC / SWE</li> <li>• Evidence of continuous personal development</li> </ul>
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</li> </ul>

**Date Reviewed:** July 2022

**Updated:** September 2022