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**Sunderland Care and Support**

**Job Description**

**Role Title** – Telecare Technical Officer

**Company Role Profile –** OP3A

**Grade** – 4

**Responsible to** – Telecare Technical Team Leader

**Purpose of Role**

To work as an integral part of the Telecare Service carrying out duties which include the delivery, fitting, and demonstration of telecare devices and assistive technology.

The postholder may also be required to deliver, fit and demonstrate Community equipment to people for use in their own homes, to aid or maintain their independence or safety, to avoid admission or re-admission to care/nursing homes or hospital, or to facilitate safe & timely discharge to their own home.

**Key Tasks and Responsibilities of Role**

* To deliver, fit and demonstrate Telecare devices and Assistive Technology in customer’s homes
* To operate tools or equipment associated with the work of the Technical Team
* To complete training in order to understand how to use and maintain vehicles, tools or equipment associated with the Technical Team
* To ensure timely and accurate recording of customer information relating to equipment, operating within the relevant IT systems supporting the service
* To hold a full driving licence and drive company cars or vans as required
* Communicate with customers in a sensitive and informative way to ensure equipment and devices are delivered, demonstrated or collected appropriately
* Provide a range of functions which include the storing, loaning, testing, maintaining, repairing and recycling a pre-defined range of Telecare equipment or Community equipment
* To assist other members of the team in the installation of equipment to the customers’ homes
* Ensure a positive professional image of the company is presented to customers and other health and social care professionals
* Inform the Manager of any issues in a timely manner and take prompt corrective action to resolve issues
* Respect people’s right to the confidentiality of information within legal and SCAS governance arrangements, policies and procedures
* To uphold the principles of safeguarding in their daily practise
* To work flexibly across all geographical locations, both within buildings or outside
* To undertake any other duties that reasonably fall within the responsibility of the grade as may be required

**Statutory Requirements**

In line with the company’s statutory requirements, all employees should:

* Carry out duties with full regard to the company’s equalities policy, and all other policies.
* Comply with the company’s health and safety policy, rules, regulations and Health and Safety legislation.
* Comply with the principles and requirements of the Freedom of Information Act 2000.
* Comply with the principles and requirements of the General Data Protection Regulations in relation to the management of company records and information and respect the privacy of personal information held by the company.
* Comply with the principles and requirements of the Freedom of Information Act 2000.
* Comply with the company’s information security standards and requirements for the management and handling of information.
* Use company information only for authorised purposes.