Herefordshire Council

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# Job Description

| Role Structure | Role Details |
|---|---|
| Directorate: | Community Wellbeing |
| Grade: | 0.41FTE HC05 |
| Location: | Plough Lane |
| Responsible to: | TECS Team Manager |

# Job Role: Telecare & TECS Service Officer

# Service: Adult Social Care

**Main purpose of the role**

- The post-holder will provide administrative functions and support the planning and delivery Telecare & TEC enabled support services to safeguard and enable an adult to live as independently as possible, for as long as possible.
- The post-holder's remit is: To Support the delivery of outcome-led personalised Telecare & assistive technology enabled living solutions: based on individual OT/AEO assessments, that deliver choice and independence to service users and carers to promote independence, safety and wellbeing.
- To undertake a range of administrative, financial and clerical duties to support and promote telecare service delivery and development.
- Work closely and collaboratively with the Council's partner agencies to ensure an integrated service that meets both current and future service user needs.
- Ensure adherence to service 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.
- To support the Senior Practitioner / Line Manager in the operational design, development and delivery of the Telecare and TECS service.

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| | Frequency of Task |
|---|---|
| • Ensure the timely and accurate recording of service users and other related data on appropriate systems, such as the case management system, and purchasing/finance system in line with the processes, standards and protocols of the Council | • Daily |
| • Process order requisitions on the equipment provider system and Daily process purchase orders through corporate procurement systems. | • Daily |
| • Work closely with health and social care professionals to promote and provide Telecare & assisted technology enabled equipment within the context of enablement and personalisation to promote and maintain service user independent living, safety and quality of life. | • Daily |
| • Answer routine enquiries, attend to telephone calls & service user queries, collate & distribute Telecare information packs, undertake necessary administration, filing, printing, record keeping, data processing, take/pass on messages, minute taking (where necessary), at meetings and distribute accordingly. | • Daily |
| • Maintain effective communication and data sharing with partners and stakeholders responsible for the delivery and installation of Telecare & assisted technology enabled equipment and monitoring services. | • Daily |
| • Liaise with and maintain effective working relationships with service users and stakeholders in order to provide choice and signposting to the adult and/or their carer concerning assisted technology enabled equipment and Telecare services | • Daily |
| • Assist with the design and production of performance analysis reports and maintain financial transactional procedures and reporting for Telecare provisions as part of Independent Living Service responsibilities. | • Daily |
| • Take responsibility for promoting safeguarding the welfare of people who come into contact with the service, in line with law, policy and procedure | • Daily |
| • Understand the eligibility process of assessment and support from a local authority, including self-funders, personalised budgets and the principles of direct payments. | • Daily |
| • Promote the calculation of personalised budgets and ensure that adults and their careers are supported in informed decision making, exercising choice, based on assessed risk and expected outcomes. Support clients in navigating through the appropriate procedure. | • Daily |

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| | Frequency of Task |
|---|---|
| • Understand the budgetary framework and context of the role to ensure that the service delivers value for money and cost-effective solutions and options within defined budgetary constraints. | • Daily |
| • Ensure compliance with professional standards, policy and practice and the relevant statutory and regulatory frameworks. | • Daily |
| • Take responsibility for the administrative tasks associated with working with adults in accordance with service procedures, standards and targets | • Daily |
| • Proactively prepare and engage in supervision, performance and development planning sessions and workforce development opportunities, evidencing competence in practice and showing confidence to recognise own strengths and areas to improve on. | • Monthly |
| • Undertake telephone reviews with Service Users, using Independent Living Service reporting and agreed process, recording the outcome and involving others as required. | • Weekly |
| • Produce, collate and assist with provision of Telecare Service information/data for monthly service reporting. | • Monthly |
| • Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post, as directed by the line manager. | • Ad-hoc |
| • Assist with monitoring and evaluating the effectiveness of the service and contribute to the development of service improvements through participation and involvement in local and central team meetings. | • Ad-hoc |
| • Indicate areas outside of skills set and complex or high-risk cases to your supervisor/ management team for referral on to the appropriate internal or external team or individual. | • Ad-hoc |
| • Assist with the processing of orders and invoices, review and development of service procedures in accordance with established procedures and cost coding. | • Ad-hoc |
| • Understand the eligibility process of assessment and support from a local authority, including self-funders, personalised budgets and the principles of direct payments. | • Ad-hoc |
| • .Represent the service at external meetings, prepare papers, demonstrate understanding of Telecare & assisted technology enabled equipment to others, draft and present statements and reports as required. | • Ad-hoc |

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**Person Specification**

| Requirements | Essential or Desirable | Identified by<br><br>A – Application I – Interview |
|---|---|---|
| **Qualifications and Training** | | |
| • GCSE's in Maths, English, | Essential | A, I |
| • Qualification in basic financial accounting, or equivalent qualification/experience of financial budget management & reporting. | Essential | A, I |
| • Training in Word, Excel and other Microsoft Office applications | Essential | A, I |
| **Experience & Knowledge** | | |
| • previous work in a care or health environment. | Essential | A, I |
| • Experience of handling confidential/sensitive information. | Essential | A, I |
| • case recording in a professional manner | Essential | A, I |
| • Experience of dealing with members of the public delivering a customer-focused service to exacting targets and objectives. | Essential | A, I |
| • Ability to effectively liaise with other individuals and/or organisations on behalf of the Service user and organisation. | Essential | I |
| • Experience of data entry & use of applied IT applications & databases: Word, Excel | Essential | A,I |

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| Requirements | Essential or Desirable | Identified by<br><br>A – Application I – Interview |
|---|---|---|
| **Skills and Abilities** | | |
| • Effective communicator: able to communicate Telecare and assistive technology enabled equipment provisions to adults, their carers and other stakeholders clearly, accurately and appropriately, both written and verbally. | Essential | A, I |
| • Ability to accurately follow telecare processes, individualised service user plans/instruction and schedules. | Essential | A, I |
| • Following training provide and promote choice and independence for adults | Essential | A, I |
| • Undertake telecare equipment requisition orders & financial purchase orders in line with Telecare processes, legislative and organisational eligibility criteria. | Essential | A, I |
| • Make & record sound decisions based on information gathered to meet defined outcomes. | Essential | A,I |
| • Work effectively on one's own initiative to challenging deadlines and work demands, | Essential | A,I |
| • Work effectively and collaboratively as part of a wider, multidisciplinary team to deliver to common objectives | Essential | A,I |
| • Evidence problem solving skills with a creative, flexible and sensitive approach. | Essential | I |

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| Requirements | Essential or Desirable | Identified by<br><br>A – Application I – Interview |
|---|---|---|
| • Promote and safeguard the welfare of adults with care and support needs. | Essential | I |
| • Proficient in IT: data entry and reporting, collating information & inputting records in timely manner | Essential | A,I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

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**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.