


Job Description			
Title Assistive Technology Advisor (Tier 7 Role)	Department: Adult Social Care, Health Public Protection	Post Ref See Advert	
Job Purpose To assess, screen and process referrals for assistive technology by ASCH&PP staff and other authorised agencies. Provide advice to NCC staff, staff from other agencies and the public on assistive technology solutions to support adults with social care needs and their carers.			
Key Responsibilities To assess, screen and process referrals for assistive technology sent by ASCH&PP staff and external agencies, to ensure that they meet identified service user and carer needs, and comply with departmental and service specific eligibility criteria. 2. To periodically review installations of assistive technology in conjunction with service users, carers and other agencies, to ensure that equipment continues to meet identified needs, and adjust packages as necessary if needs change. 3. To liaise daily with service providers to ensure that assistive technology installations are processed and installed in compliance with contractual requirements. 4. To process requests for repairs of assistive technology equipment, including undertaking fault diagnosis by telephone, and in some cases on site, to ascertain the nature of the repair. 5. To install assistive technology in service user's homes or formal care settings, in some urgent and non standard cases, including the configuration of equipment using bespoke computer software.		Key Accountabilities 1. For the accuracy of work undertaken 2. To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance 3. Work efficiently and effectively to support operational services	

<p>6. To act as a source of expertise on telecare and other assistive technologies and provide information and advice to NCC staff, staff from other agencies and the general public.</p> <p>7. To research and continually update knowledge about assistive technology systems which can support the independence of vulnerable adults..</p> <p>8. To identify and report to the Assistive Technology Manager on issues relating to contract compliance and the operation of assessment and review systems, including the production of formal reports.</p> <p>9. To represent the Department as necessary in matters relating to the telecare and assistive technology services it provides.</p> <p>10. To maintain procedures in support of area of work and responsibility, including keeping accurate service user and service monitoring records.</p>	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification On Next Page.

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<p>Education and Knowledge</p> <ol style="list-style-type: none"> 1. Educated to A Level or equivalent, or proven ability within a previous work setting. 2. A good understanding of, and enthusiasm for, the role of telecare and assistive technology in supporting vulnerable people to live independently. 3. IT skills, including use of word processing, presentation software and database management systems. 	<p>Personal skills and general competencies</p> <ol style="list-style-type: none"> 1. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 2. Works well with colleagues but also able to work on their own initiative. 3. Plans and manages work to meet and exceed agreed targets. 4. Shares the Council's commitment to treat all customers and colleagues with respect, consideration and the appropriate level of confidentiality. 5. Ability to deliver information to people at all levels, including members of the public. 6. Ability to communicate complex information in a clear and concise way both verbally and in writing. 7. IT skills, including use of word processing, email, internet and database management systems.
<p>Experience</p> <ul style="list-style-type: none"> • 2 years experience of working in a health, social care or housing related support setting. 	
<p>Role Dimensions</p> <ul style="list-style-type: none"> • The role involves some authorisation of expenditure using NCC's Frameworki system. The oversight of assistive technology assessments and reviews requires the role to ensure that solutions to support the independence of vulnerable people represent value for money for the authority. • The role has no line management responsibilities. 	

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