

Job Profile: Senior Installation and Review Officer

Job Title: Senior Installation and Review Officer
Job Grade: Level 3 Zone 2
Salary Range: £36,984 - £42,526

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. As part of Adult Social Care's Provider Services, Camden Careline provides an end-to-end assistive technology and telecare service. From assessment of the outcomes for an individual to installation of equipment, managing contacts and responding to emergency calls, it enables Camden residents to maintain their independence and provides reassurance to both person and their family and carers.

About the role

The Senior Installation and Review Officer will provide leadership to the team, providing the first contact to people seeking the Careline service. They will make sure the team provides timely response to referrals and emergency repair calls, installing and maintaining equipment, and managing stock levels. This will include visiting vulnerable people in their homes to support them to make choices about the best technology solutions to help them maintain their independence. The Senior Installation and Review Officer will provide training and induction to new colleagues and ongoing supervision to the team, as well as promoting the service and demonstrating the benefits of assistive technology to referrers and potential customers.

About you

- You will maintain an interest and up-to-date knowledge of new technologies which can support people to manage their independence
- You will have the ability to manage and prioritise your time and organise the work of others
- You will be able to problem-solve and give technical support
- You will liaise effectively with people both inside and outside of Careline, including Telecare customers and applicants, also other practitioners and staff
- You will have the technical ability to safely install assistive technology equipment and explain its use and operation to existing and potential users, as well as using the Answerlink platform for handling calls and updating records.
- You will have the ability to support and lead team members and train them to work to the same high standards

Work Environment

This is a hybrid role for which some of the time is based at the Careline offices to support and interact with the team, however it also includes travel across the Borough to different work locations on a regular basis, in particular working in people's homes to install equipment, as well as occasional visits to external providers.

Careline is a 24-hour service, provided 365 days of the year .It is a high profile service dealing with residents in the borough who can be at high risk of injury and or death .This may involve being required to provide evidence to the Coroner's office. The role will include maintaining the reputation of the Council.
Post holders must be able to drive for the purposes of visiting customers and will have to pass the Camden driving competency test to drive Council vehicles.

Post holder will be expected to obey driving and parking regulations in the course of their duties.

Payment of Traffic and/or Parking fines will be the responsibility of the driver

The post is subject to an enhanced DBS

People Management Responsibilities:

You will have line management responsibility for a small team of Installation and Review officers – currently up to 3 FTE.

Relationships:

- Customers i.e. providing services to older, vulnerable or disabled people and the important people in their lives
- Relatives, Advocates, Adult Social Care Professionals, Carers and Carers Organisations
- Colleagues, particularly in Adult Social care and Provider Services
- Careline Monitoring/Response and Business Support Team and Management
- Sheltered Housing/RSL staff
- Estate Officers
- Occupational Therapists
- GP's, Primary Care Trusts & 999 Services

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,