

## **Job Profile Information**

**Job Title: Careline Telecare Installation Review Officer**

**Job Grade: Level 3 Zone 1**

**Salary Range: £31,434 - £36,110**

### **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.

### **About the role**

In this role you will need to demonstrate and install community alarms and telecare equipment. This enables Careline Telecare to provide a high quality, cost effective social alarm response service to elderly, disabled and otherwise vulnerable customers in the community. Providing routine and emergency support on a 24/7 basis, ensuring we deliver a service that promotes the dignity and wellbeing of customers.

You will need to show a can-do attitude and have the ability to install all levels of telecare sensors. These will include epilepsy sensors, property exit sensors and a number of higher level sensors as well as the normal basic installations. As the need for telecare grows there is an expectation that Careline will be capable of meeting this need.

The ideal candidate will need to assess the customer's needs and determine the appropriate telecare solution on an individual basis, often under difficult circumstances, whilst taking customer's needs & capabilities into consideration. You will be expected to identify the most appropriate solutions for telecare to be installed into private homes, group housing, care homes etc in such a way that does not invalidate their CQC registration requirements

### **About you**

For this role you will be required to have a full current UK Driving Licence

You will be expected to have good practical knowledge and skills required across multiple disciplines – electrical, computer hardware/software, telecoms and assistive technology. This includes the ability to fault find and give technical support

The successful candidate will have good communication skills, both verbal and written and be able to use a range of information technology within service delivery. This will include good organisational skills, and the ability to be able to prioritise work as appropriate and when under pressure.

You will have the ability to liaise effectively with people both inside and outside the Council including Careline Telecare customers and applicants, also other professional staff.

You will have the ability to demonstrate and install alarm equipment/ Telecare triggers and explain their use and operation to existing and potential users.

You will have the ability to participate in the review process with customers and to work jointly with other professionals to ensure users' needs are met and enhance quality of life.

You will have the ability to keep detailed electronic records and notes including regular updating of Data Base.

You will have the ability to receive support and supervision from senior staff, also to undertake lone working as required.

You will have the ability to respond appropriately and effectively to emergency situations including manual handling as required and provide all aspects of personal care in an emergency.

You will have the ability to work jointly with partner providers and to liaise with a range of internal and external agencies in the delivery of projects and other activities.

You will have the ability to partake in quality assurance processes including monitoring and evaluation.

You will have the ability to promote and implement the Council's Equality Policy in all aspects of the work.

You will have the ability to follow and understand Health and Safety Policies and Procedures and ability to always ensure their implementation.

**Work Environment:**

Post holder must be able to participate in a shift system on a 24 hour – 365-day basis when required.

Post will undertake regular reviews with customers in their own homes and will be responsible for offering advice, signposting users to other services and joint work with other professionals.

**People Management Responsibilities:**

none

**Relationships:**

Post will advise users and other professionals on the appropriateness of proposed or installed Telecare sensors.

Post will undertake regular reviews with customers in their own homes and will be responsible for offering advice, signposting users to other services and joint work with other professionals.

Customers

Relatives, Advocates, Care Management Carers and Carers Organisations

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**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**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

**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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,