

# Job Profile

Position Details	
Post	Digital Care Technician
Service Area	Adults and Health / Digital Care
Reports to	CAS Team Leader
Grade	SC6
Job Family	To be completed by HR

Role Purpose
<ol style="list-style-type: none"> <li>1. To ensure the successful deployment of Assistive Technology to service users and their family members, ensuring that meets the individual's outcomes in supporting them to live safely and independently.</li> <li>2. To demonstrate and install a range of Assistive Technology equipment as appropriate into service users homes.</li> <li>3. To ensure that service users and their family and carers are familiar with the equipment and how to use it appropriately.</li> <li>4. To confirm equipment deployed is appropriate and report concerns and make recommendations for additions and adjustments as appropriate.</li> <li>5. To deinstall and maintain equipment as appropriate.</li> <li>6. To undertake timely and effective reviews</li> </ol>

Main Responsibilities
<ol style="list-style-type: none"> <li>1. To install and deploy identified Assistive Technology equipment within service users homes.</li> <li>2. To demonstrate, explain and install Assistive Technology equipment in service users homes.</li> <li>3. To program and test all equipment as required to ensure working and fit for purpose.</li> <li>4. To ensure all risk assessments are carried out as necessary and that all H&amp;S and manufacturers guidelines are met.</li> <li>5. To retrieve equipment that is no longer required.</li> <li>6. To rectify and replace defective equipment.</li> <li>7. To be responsible for the appropriate use of keys to all properties with consistent regard to security procedures.</li> <li>8. To demonstrate the use and functions of all equipment to Council staff, Health and Social Care Professionals and other interested parties and to participate in training in order to ensure knowledge of new equipment.</li> <li>9. To provide training and support to team colleagues on assistive technology to ensure that they can respond appropriately to any concerns, or malfunctions raised with the equipment</li> <li>10. To review with service users equipment when installing to ensure allocated equipment is appropriate and make alternate recommendations if required.</li> <li>11. To ensure that appropriate Council departments are made aware of any changes. i.e. Social Worker, Assessors and Brokerage.</li> <li>12. To update records to make sure that all information is captured accurately and in a timely fashion.</li> <li>13. To complete any agreements with service users or their representatives as appropriate.</li> <li>14. To support the development of information for service users, council staff, professionals and potential service users to ensure is clear and easily understood</li> </ol>

15. To support the development and continuous improvement of policies and procedures to ensure that best practice services are delivered.

## Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
• Full current UK Driving Licence.	E
• Good practical knowledge and skills required across multiple disciplines – electrical, computer hardware/software, telecoms and assistive technology.	E
• Ability to fault find and give technical support	E
• To have good communication skills, both verbal and written and be able to use a range of information technology within service delivery.	E
• Good organisational skills, be able to prioritise work as appropriate and under pressure.	E
• Ability to liaise effectively with people both inside and outside the Council including service users, their families, professional staff and suppliers.	E
• Ability to demonstrate and assistive technology and explain their use and operation to existing and potential users.	E
• Ability to participate in review process with customers and to work jointly with other professionals to ensure users' needs are met and enhance quality of life.	E
• Ability to keep detailed electronic records and notes including regular updating of Data Base.	E
• Ability to undertake lone working as required.	E
• 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.	E
• Ability to partake in quality assurance processes including monitoring and evaluation.	E
• To demonstrate proactivity in identifying solutions to improve outcomes.	E
• To use tools to install equipment i.e. drills and ladders.	E
• Excellent customer services skills.	E

## Main Contacts & Other Information

Main Contacts:

### Main Contacts:

Service Users, Relatives and Advocates

## Team Members

## Social Workers

Brokerage

## Suppliers

Council services i.e IT

Homes for Haringey

Other Information:

This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.