

## **Job Description**

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<b>Job Title:</b>	Support Officer
<b>Department:</b>	TeleCare
<b>Responsible to:</b>	Senior Support Officer
<b>Responsible for:</b>	Not applicable

### **Overall Purpose of Job**

To demonstrate and promote the benefits of Fold's TeleCare and Telehealth services, and to install and maintain social alarms and telecare sensors in people's homes, connecting to Fold's TeleCare and Telehealth services.

### **Job Content/Key Tasks**

1. Respond effectively and efficiently to allocated client service referrals, within agreed timeframes.
2. Listen with empathy and understanding to the needs of the individual requesting the service and provide advice to the client, nominated carers, and nominated housing or health and social care staff on how the technology available can support the management of risk.
3. Agree service options and pricing for clients in consultation with Business Account Officers and referral agencies or individuals.
4. Complete accurately all documentation required for service delivery to clients and ensure all records are returned to office promptly.
5. Configure and programme units and sensors accurately and appropriately, completing tests to ensure functionality.
6. Install Telecare and Telehealth units and sensors to agreed standards, demonstrating the use of the service to clients through completing test calls to Fold's TeleCare centre.
7. Ensure individual clients are fully conversant with how to use the equipment and access the service.
8. Respond and resolve allocated maintenance and review visits within agreed timeframes to meet service standards.

9. Undertake visits to clients upon service cancellation to disconnect and recover equipment.
10. Manage individual stock allocation, ensuring adequate stock levels are maintained.
11. Ensure the refurbishment and repair as necessary of uplifted units and sensors, completing battery replacement, testing, and relabelling prior to reallocation.
12. Strictly observe confidentiality meeting all requirements of data protection legislation.
13. Meet health and safety requirements in respect of good working practice and undertake continual risk assessment in relation to the role.
14. Ability to confidently and competently complete any physical aspects of the Support Officer role including working at heights.
15. To liaise with and support the agencies which support the delivery of the Telecare and Telehealth services.
16. To undertake any other duties which are consistent with the responsibilities of the post.

This post is based at Fold House, Holywood. Due to the nature of the TeleCare's customer base and location of suppliers **this post has a mobility clause** i.e the post holder must be prepared to work in Northern Ireland, the Republic of Ireland as required, with occasional trips throughout the United Kingdom.

Staff are required to be flexible in their work and attitude and to co-operate with their colleagues to ensure the efficient, effective and economic operation of the service.

All Fold employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of gender including gender reassignment, pregnancy or maternity, marital or civil partnership status, sexual orientation, race or ethnic origin, religious belief, political opinion, national identity, age, disability or whether or not they have dependants.

This job description is not exhaustive and may be amended to facilitate changes in the better organisation of Fold's activities and following consultation with the Job Holder.

Fold operates a 'No Smoking' policy which includes the use of devices such as e-cigarettes.

## TeleCare Support Officer - Person Specification

<b>ESSENTIAL CRITERIA (demonstrate on application form)</b>	
1	Minimum of one year's experience of front-line customer service delivery. <b>AND</b> Full current driving licence and access to a car, or access to a form of transport which will permit the full requirements of the post to be met.
2	Experience of working in one or more of the following sectors: Voluntary, Statutory, Community or Health and Social Care.
3	IT awareness and extensive practical experience of using MS Office.
4	Moderate level of DIY skills required to meet the installation requirements of the post.
<b>DESIRABLE CRITERIA (demonstrate on application form)</b>	
5	Minimum of one year's experience of front-line customer service delivery, to persons in their own home environment.
6	Understanding of health and safety legislation and safe working practices.
7	Understanding of Housing support/care service provision.
<b>SPECIALIST KNOWLEDGE (tested at interview)</b>	<b>CORE COMPETENCIES - Level 2 (a selection will be tested at interview)</b>
Experience of working with vulnerable individuals and their relatives.	Change and Continuous Improvement.
Ability to sensitively assess needs of individuals.	Working with Others.
Day to day flexibility and adaptability to meet service demands.	Customer Focus.
	Managing Performance.
	Communication.
	Valuing Equality and Diversity.
	Developing Self and Others.

**Please note:**

- Applicants will be required to provide confirmation of relevant qualifications / memberships at interview.
- Successful applicants will be required to complete an Enhanced Disclosure Check. Having a criminal conviction will not necessarily debar an applicant from working with the Association. Disclosure information will be handled in line with the Access NI Code of Practice and the Rehabilitation of Offenders (NI) Order 1978.
- Fold reserves the right to shortlist on the desirable criteria if necessary.