

## JOB DESCRIPTION

<b>POST TITLE:</b>	Telecare Installation & Review Officer
<b>GRADE:</b>	8
<b>DIVISION / UNIT:</b>	Customer Services
<b>DEPARTMENT:</b>	Customer and Exchequer Services
<b>REPORTS TO:</b>	Project/Operations Manager

### PURPOSE OF THE JOB

The Telecare Installation and Review Officer is responsible for installing digital telecare equipment and carrying out a review of clients. Telecare equipment, pendants and other technology, enable vulnerable people to live more independently.

The post holders will replace all analogue equipment in use by residents across Southwark and Lambeth with digital telecare equipment ahead of the digital switchover. The transition from analogue to digital equipment is necessary due to the planned end of analogue communication protocols (copper phone lines) by the end of 2025.

### PRINCIPAL ACCOUNTABILITIES

1. Install, program and test digital telecare equipment and various peripherals in the homes of Social Care service users across Southwark and Lambeth. Explain their use and operation to existing and potential users, as well as carry out urgent and/ unplanned installations.
2. Trial, re-programme and test new equipment as required, feeding back results to management.
3. Provide a proactive review and signposting service to service users; reviewing their living situation, ensuring the information that SMART and Social Care holds is accurate and up to date, enabling the service to be provided in a safe and effective manner.
4. Undertake regular reviews and welfare checks of service users in their homes and over the phone, carry out risk assessments; provide advice and assistance to ensure the client's safety and wellbeing referring them, if necessary, to appropriate services for assistance.
5. To apply an empathetic but professional customer focused manner and maintain an up to date understanding of the needs of very vulnerable customers; and to develop and maintain an understanding of all support agencies relevant to SMART and Social Care

clients. Ensure the input and output of data is dealt with in accordance with data protection, council policies and all other associated procedures.

6. Provide training and support to colleagues on digital telecare equipment.
7. To retrieve equipment that is no longer required, prepare for return to suppliers, operating local stock control procedures. Ensure that equipment stock levels are adequate at all times in order to reduce the risk of delaying installation. Recycle equipment as appropriate.
8. Carrying out basic DIY tasks, as part of Installation process, using simple tools and stepladders and carry out risk assessments, providing advice and assistance to ensure the client's safety and wellbeing, referring at risk clients for appropriate additional social care and housing support in Lambeth/ Southwark.
9. Respond to planned requests and safeguard client's, alerting other services or contacts, whilst maintaining confidentiality and adherence to GDPR and other applicable legislation, whilst ensuring effective & accurate handover of information to others, so as to ensure client safety, and promote effective communication with all levels of staff, customers, and partnerships to ensure effective and efficient service delivery
10. To liaise with emergency services as appropriate and team leaders and managers in escalating serious matters and report actions taken and where necessary submit written reports to the team leader.
11. Maintain and accurately record all installation and maintenance activity on databases and hand held devices in accordance with agreed procedures and manage enquiries, ensuring faulty equipment is reported, making arrangements for the appropriate repairs to minimise the risk, working closely with key stakeholders.
12. To undertake any other duties and responsibilities as may be required to reflect the Evolving nature of the service.

## **JOB CONTEXT / REPORTING to :**

These post holders will report to the Analogue to Digital Project/Operations Manager. They will be responsible for replacing the analogue telecare equipment used by service users across Southwark and Lambeth with digital equipment. Supporting the Southwark Monitoring and Alarm Response Team (SMART) and Social Care business as usual tasks when required.

SMART service currently monitors approximately 6,000 live client connections across Southwark and Lambeth. BT, the organisation responsible for the infrastructure supporting analogue communication protocols in the United Kingdom has announced their Public Switched Telephone Network (PSTN) used to support analogue telephony will be shut down in 2025 at which time they will move to digital only protocols.

In light of the impending digital switchover, new digital telecare equipment that work over digital lines needs to be installed for residents so the SMART service can continue to support service users across Southwark and Lambeth. This programme will ensure all Southwark and Lambeth residents have their analogue telecare equipment replaced with digital ones before the digital switchover takes place by the end of 2025.

The Telecare Installation and Review Officers will work closely and collaboratively with colleagues within the Council and external organisations to ensure analogue equipment are replaced with digital ones.

## **Grade/Conditions of Service**

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

