

MOBILE ASSISTANT (Community Alarm/Telecare)

Reference No.	A4572	Type	Individual
Service	Health & Social Care		
Job Family	Care 3	Grade	FC3

Purpose

To install, maintain, programme, and demonstrate Community Alarm and Telecare devices for vulnerable Service Users within their own homes, throughout Fife.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Installing and maintaining Community Alarm Units/Telecare equipment.

Demonstrating equipment to Service Users and their Carers.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

Must have or be willing to achieve Social Services and Healthcare SCQF Level 6 (known as SVQ2) or equivalent

Valid Driving Licence

Organisational skills (Deliver results - See 'How We Work Matters' Framework)

Telecare Studies Professional Development Award

Interpersonal skills (Focus on customer)

Communication skills

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✓

✓

✓

✓

✓

✓

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
	Experience of working within a Care related environment Adult Protection Awareness		✓ ✓
Assessing the need for electrical and telecommunication service/alterations and making arrangements including use of specialist contractors.	Knowledge of Community Alarm/Telecare equipment Knowledge/experience of Health and Social Care Partnership Agencies Knowledge of risk in the Community		✓ ✓ ✓
Conducting test calls on all fitted equipment.	Accuracy skills	✓	
Attending to faulty equipment/repair/replace.	Attention to detail skills (Take ownership)	✓	
Conducting a technical assessment of faulty units.			
Uplifting equipment from location when no longer deemed suitable/required.			
Issuing equipment from stock.			
Updating and recording on IT system.	Basic IT skills (Embrace technology & information)	✓	
Trialling new equipment.	Knowledge of equipment/electrics/telecommunication systems	✓	
Providing on duty office cover to deal with telephone queries.	Team working skills (Work together)	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.