

MOBILE ASSISTANT (Community Alarm/Telecare)

Reference No:	A4572		
Service:	Health & Social Care		
Job Family:	Social Services/Social Work/Social Care	Grade:	FC4

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:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Installing and maintaining Community Alarm Units/Telecare equipment.	Must have or be willing to achieve Social Services and Healthcare SCQF Level 6 (known as SVQ2) or equivalent	✓	
	Valid Driving Licence	✓	
	Organisational skills	✓	
	Telecare Studies Professional Development Award		✓
Demonstrating equipment to Service Users and their Carers.	Interpersonal skills	✓	
	Communication skills	✓	

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	✓	
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	✓	
Trialling new equipment.	Knowledge of equipment/electrics/telecommunication systems	✓	
Providing on duty office cover to deal with telephone queries.	Team working skills	✓	
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	
<p>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.</p>	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>