

Medequip Connect Job Description

Job Title:	Technology Enabled Care (TEC) Services & Development Manager
Location:	London Barking and Dagenham (LBBD)
Accountable To:	Operations Manager/Service Development Manager
Contract Type:	Permanent

The TEC Services & Development Manager is a new position and will be responsible for day-to-day management of the service team, be the main point of contact for the Council and drive continuous improvement and service growth throughout the region.

1. Purpose of Job

- To drive Medequip Connect's business strategy and profitability through managing the LBBD Account. You will utilise your knowledge of the industry, clients and their peers, ensure adherence to agreed KPIs, and lead our expansion plans in the area.
- To manage the LBBD TEC Operations Teams and to ensure operational readiness to provide a professional support service, in alignment with TSA standards that enables people to live independently in their own home.

2. Key Duties

- Work strategically, focusing on short- and medium-term business objectives with LBBD and your Operations Manager.
- Be accountable for delivering incremental additional added value to our Clients and revenue and profitability in line with the Company's specific Account plans.
- Focusing on growing and developing existing clients, identifying together with the overall team business opportunities and delivering them.
- Add value to our Clients by understanding the critical drivers and pressures under which they operate at each level including Contract Management, commissioning, and Directorate level in both social services and the NHS.
- Manage the effectiveness of the company office and operations and ensure there is adequate staffing level cover and facilitate emergency responding as necessary to meet service demands.
- Manage the team of staff to ensure they work effectively, efficiently and with a focus on service/team outcomes in line with the Company objectives.
- Have responsibility for all sales in the region and take up an active presence championing Medequip Connect within the local communities.
- Promote our services to individuals and organisations, driving new sales across the region.
- Identify new sales and marketing opportunities within local communities.
- Work closely with the National Head of Business Development to execute a growth strategy for the region.
- Audit the Team, assessing the care and support needs of people at risk and who we provide last resort personal care & lifting tasks (with the use of specialised equipment).
- Work independently, and with your team, to deal with enquiries for referrals and installing alarm equipment at client's premises and undertaking relevant administration duties.
- Seek new referral streams and promote the services to potential private and corporate clients.
- Ability to understand and install TEC equipment as a last resort for clients according to Company procedures and TSA standards and deadlines.

- Ensure that all staff timesheets are fully and correctly completed and submitted onto IRIS and Payroll in a timely manner.
- To provide information and coaching to individuals in the use of their TEC equipment.
- Manage and conduct the appraisal process and monitor competency. Ensuring staff individually and collectively have the skills and experience to deliver the service.
- Oversee routine administration is carried out and ensure client information on the Company database system is updated and secure.
- Ensure KPI's and compliance with TSA regulations are maintained and fulfilled.
- Participate in projects, monitor progress and outcomes and submit the required reports within specific timescales.
- Liaise with all levels of stakeholders of the Company and positively promote the services it offers.
- Ensure that quality assurance processes and performance systems are in place and audit & accurately measure key performance indicators.
- Offer support and back-up to your team, sometimes Out of Hours (both physically stepping in to help cover shifts and/or phone advice) to ensure operational continuity.
- Ensure team and individual competence and deal with any complaints that occur.
- Manage and conduct the staff induction process and training to the relevant standards.
- Ensure records of training and development undertaken and the outcome, are forwarded to HR to be kept on a central development file and on individual personnel files.
- Ensure staff receive management support, supervision and appraisal in line with Company policy.
- Attend Management meetings, sometimes in other areas, and subsequently update staff on outcomes of the meetings.
- Comply with all Company policy, guiding frameworks and legal requirements
- Develop & maintain knowledge and expertise, and demonstrate commitment to one's own professional development.
- Maintain records of complaints and compliments in accordance with procedure.
- Undertake training to support your personal development
- Take responsibility for personal performance and attend development programmes to support development as required to meet organisational objectives
- To raise any concerns regarding the appropriate running of the service with managers in accordance with procedures
- To undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the company, or meet the requirements of the commissioning body.
- To observe and comply with Company procedures and policies including Financial Regulations, Equality and Diversity, and positively implement the Company's customer care and complaints policy.

3. Health and Safety Responsibilities

All employees will ensure that they;

- Take care of their own safety and that of others.
- Ensure you maintain surveillance of your own health and report any concerns in accordance with procedure.
- Ensure that products, plant, equipment, vehicles and buildings are not damaged.
- Comply with health and safety procedures and instructions.
- Will not neglect, misuse, damage anything provided in the interest of health and safety.
- Assist by reporting to their Line Manager any hazard, accident, damage or defect in order that remedial action may be undertaken.

- Undergo any training or instruction to enable them to work competently and safely.

4. Information Governance

Information is a vital asset, both in terms of the clinical management of individual patients and the efficient management of services and resources. Information Governance plays a key part in supporting clinical governance, service planning and performance management. It is therefore of paramount importance to ensure that information is efficiently managed.

Information Governance is a framework to enable the Company to handle personal and corporate information legally, securely, efficiently and effectively, to deliver the best possible care. It is your responsibility, regardless of your employment status, to ensure you are aware of the requirements incumbent upon you and that you comply with these requirements during all company activities. Further guidance can be found in the Employee Handbook and the Information Governance policies displayed on the intranet.

5. Key Working Relationships

5.1. External

Members of the public; Scheme Managers; Service users; Emergency Services and other key agencies.

5.2. Internal

Careline Responders, Colleagues, Management, CEO and any other employees across the Company.

6. Disclosure and Barring Service

In order to protect vulnerable or elderly customers, it is necessary for the job applicant to apply for an Enhanced Disclosure from the Disclosure and Barring Service. The disclosure will determine whether or not an individual is permitted to undertake this role.

7. Equal Opportunities Policy

The Company wholeheartedly supports the principle of equal opportunities in employment and our service provision. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible and that our service provision reflects this. That diversity adds value.

8. Other

This job description is intended as a general guide to the duties of the post and is not exhaustive. It may therefore be altered from time to time to reflect the changing needs of the company, in consultation with the post-holder.

Job Details	
Job Title: TEC (Technology Enabled Care Services & Development Manager) Salary: £30,000 pa Area/Location: LBBB (Depot – Woodford Green)	Number of jobs available: 1 Mileage: 35p business mileage Breaks: Half hour unpaid lunch break Is this a new post? Y /N
Is the position – Permanent: Y /N Temporary: Y / N Fixed Term: Y / N If so, for how long?	Where is the position based? Local Office/Depot? Y /N On-Call from home? Y / N Support for own team is necessary. Working from home considered.
Details of Rota/Shift Pattern: Normal office hours Last resort On-Call Duties to cover the Rota for holidays and absences that you are unable to cover with your Team.	Days Per Week: 5 days (Normally Mon – Fri) Hours Per Week: 37.5hrs (Actual hours worked 40) Proposed Start Date: ASAP
Is this post a replacement/maternity cover? Y / N Does the applicant require an enhanced DBS check at our expense? Y /N	Is there a pension available? Y /N Holiday Allowance: 29 days incl Bank holidays Increases each year with service Must have driving licence and use of a taxed and appropriately insured vehicle for business use