

Medequip Connect Job Description

Job Title:	TEC Technician / Client Support Assistant
Department:	London Barking & Dagenham (LBBD)
Accountable To:	Area Manager
Contract Type:	Permanent

1. Purpose of Job

- To facilitate installation of TEC equipment.
- To provide a professional support service, in alignment with TSA & contractual standards, which enables people to maintain independence and live in their own home.
- To be part of the Team in the LBBD area to promote the TEC services for the Company and to establish good referral networks throughout the LBBD Communities.

2. Key Duties

- To complete installations, repair, maintenance and collection of Technology Enabled Care (TEC) equipment, with new and existing clients throughout the area.
- To identify the clients' current needs by completing/updating appropriate assessments, in line with TSA and the Company's criteria and procedures.
- To set-up client equipment and process/recycle returned equipment and clean it in line with Medequip's decontamination policy, and to comply with TSA standards and the Company's environmental statement.
- To update the client record database with any additional information that is relevant to help and support the LBBD clients.
- To report and action faulty equipment promptly and to refer requests for additional equipment.
- To be responsible for stock and undertake auditing of the stock and maintain current databases in accordance with Company requirements.
- To ensure any company vehicle and any tools or equipment is properly maintained.
- To assist in any projects as and when required.
- To provide information and coaching to individuals in the use of their alarm equipment.
- To work with the clients, their families, and third-party's such as GPs, nurses, social workers, and voluntary groups in order to maintain the independence and well-being of the client.
- To maintain a calm and professional manner when dealing with any customer whilst providing reassurance and emotional support as required.
- To assist the Area Manager with the promotion of Medequip Connect in the LBBD area and to establish links within local communities to raise awareness of our services.
- To point the client in the right direction for advice, information, and support, and ensuring preventative action by effective sign-posting.
- To maintain and develop effective working relationships with colleagues across the Company so that a seamless service is provided to the customer.

- To provide last resort cover for Emergency Response Teams in emergencies to maintain operational readiness.
- To maintain the highest standards of integrity at all times.
- To maintain customer confidentiality at all times.
- To maintain knowledge and expertise in specialist function and demonstrate commitment to own competence and professional development.
- To observe and comply with company procedures and policies including Financial Regulations, Data Protection, Equality and Diversity, and positively implement the Company's customer care and complaints policy.
- 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 promote equality, fairness, respect, health and safety amongst staff and report any instances of concern in accordance with procedures

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. Key Working Relationships

4.1. External

Members of the public; suppliers; service users.

4.2. Internal

Colleagues, Management and any other employees across the Company.

5. 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.

6. 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 Medequip Connect 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.

7. Equal Opportunities Policy

Medequip Connect 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 Technician	Number of jobs available: 1
Salary: £21,548 p/a (£11.05 per hour)	Is this a new post? Y / N
Breaks: Half Hour unpaid lunch break	Vehicle: Use of Van to undertake duties
Bank Holidays: Paid at double time (if necessary)	Allowances: 35p per mile business mileage
Area/Location: LBB (Woodford Green Depot)	Claimable only if a Pool vehicle is unavailable.
Is the position – Permanent: Y / N	Where is the position based Local Depot? Y / N
Temporary: Y / N	On-Call from home? Y / N
Fixed Term: Y / N	
If so, for how long?	
Details of Rota/Shift Pattern:	Days Per Week: 5 days per week
Mon- Fri	Hours Per Week: 37.5 hrs
	Proposed Start Date: ASAP
Does the applicant require an enhanced DBS check at our expense? Y / N	Notes: Mobile Phone & Uniform provided. Must have driving licence and use of a taxed and appropriately insured vehicle for business use
Is there an auto-enrolment pension scheme available? Y / N	
Holiday Allowance: 29 days incl Bank holidays Increases each year with service	