

# JOB PROFILE

<b>Job Title:</b>	Assistive Technologies Technician (Career Graded)
<b>Service Area:</b>	Careline
<b>Grade:</b>	Level 1 = 3 Level 2 = 4
<b>Reporting Manager:</b>	Assistive Technologies Service Manager
<b>Direct reports:</b>	None

## Job summary:

The assistive technology technician plays a vital role in modifying, fabricating, programming, and managing stock for assistive technology equipment. They also contribute to Careline's Research & Development efforts, providing technical advice to various stakeholders to enhance existing services and deploy emerging assistive technology solutions effectively.

## Key responsibilities:

### Level 1

1. Assist in developing marketable products under the guidance of the Assistive Technologies Senior Technician

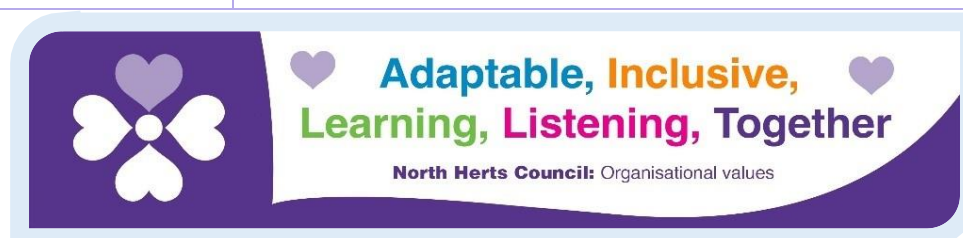
With guidance and support:

2. Help review Careline's services to align with market demands.
3. Provide basic technical support for assistive technologies in various settings.
4. Facilitate communication with hardware suppliers regarding equipment performance.
5. Assist in Careline's equipment remanufacturing program.
6. Help manage and organize the Assistive Technology product inventory.
7. Support the development and introduction of new product lines.
8. Participate in out-of-hours support as required.
9. Attend meetings, workshops, and conferences focused on Assistive Technology.

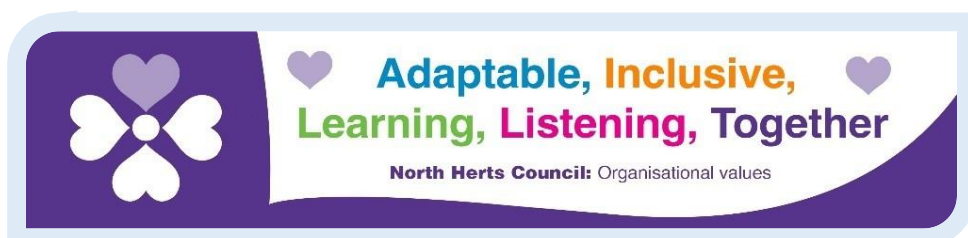
### Level 2

1. Collaborate on identifying and developing emergent assistive technology solutions for Careline.
2. Assist in the marketable product development process alongside the Assistive Technology Officer and other stakeholders.
3. Continuously review Careline's services to meet market expectations efficiently.
4. Provide technical support for assistive technologies in residential and institutional settings.
5. Maintain communication between Careline and hardware suppliers for equipment performance.
6. Participate in Careline's equipment remanufacturing program with logistics partners.
7. Manage and control Careline's Assistive Technology product inventory.
8. Contribute to the development and delivery of new product lines.
9. Offer out-of-hours support as part of Careline's on-call rota.
10. Attend relevant meetings, workshops, and conferences related to Assistive Technology research and practice.

Key Requirements:		Essential desirable
Qualifications:	<b>Level 1</b>	
	GCSE grade 'C' or equivalent in Math's, English & ICT	E
	Basic level certificates in Word and Excel.	D
	NVQ Level 3 in a relevant subject or equivalent	D
	<b>Level 2 (in addition to the above)</b>	
	Telecare/Assistive Technology Qualification	D
	Care assessment Qualification	D
Willingness to complete De-Fib Training	E	
Job related experience & knowledge:	<b>Level 1</b>	
	Basic computer skills, including familiarity with Microsoft Windows and Office programs.	E
	An understanding of general financial principles.	D
	Basic awareness of electrical and wireless telephony alarm systems.	D
	Interest in learning about refurbishing and repairing computer or electrical equipment.	E
	Basic understanding of care needs for older or vulnerable individuals.	D
	Ability to learn how to operate electrical and manual tools.	E
	Awareness of challenges faced by people with barriers to independent living.	D
	Ability to learn how to use tools and equipment for repairing and installing telecare equipment.	E
	<b>Level 2 (in addition to the above)</b>	
	Excellent keyboard skills and use of Microsoft Windows and Microsoft Office suite of programs.	E
	Knowledge of Financial Regulations	D
	Knowledge of basic electrical and wireless telephony alarm systems and how they operate.	D
	Knowledge of refurbishing and repairing computer or electrical equipment	D
	Relevant knowledge of assessment and provision of care for older or vulnerable people	D
Experience of operating electrical & manual tools.	E	
Knowledge and understanding of the needs of people experiencing barriers to independent living.	E	



	<p>Knowledge of and ability to use electrical/manual equipment and tools to repair, refabricate and install telecare equipment.</p>	E
	<p>Knowledge of Assistive Technology, new developments in the market</p>	E
<b>Skills &amp; attributes required for the role:</b>	<b>Level 1</b>	
	Confident in conversing in fluent English which is sufficient to fulfil all aspects of the role.	E
	Familiarity with using computers and basic software like MS Office and web browsers.	E
	Interest in learning software installation.	E
	Ability to understand risk assessment processes.	E
	Ability to learn about working in an Assistive Technology setting.	E
	Interest in working with older or vulnerable people in a supportive role.	D
	Ability to learn about refurbishing and repairing computer or electrical equipment.	E
	Basic understanding of the care needs of older or vulnerable individuals.	E
	Ability to manage time effectively and meet learning objectives.	E
	Open to working under supervision and developing initiative skills.	E
	Developing communication skills to interact positively with diverse individuals.	E
	Sensitivity to the needs and concerns of individuals, their careers, and families.	E
	Ability to develop professional relationships with older people/people with disabilities and their carer's	E
	<b>Level 2 (in addition to the above)</b>	
	Experience of using computerized information recording systems	D
	Experience or working with computers, MS Office, Web Browsers	E
Experience of installing software	E	
Experience of completing risk assessments	E	
Experience of working in an Assistive Technology setting	D	



	Experience of working with older or vulnerable people in a service delivery setting	D
	Knowledge of refurbishing and repairing computer or electrical equipment	D
	Relevant knowledge of assessment and provision of care for older or vulnerable people	D
	Experience of prioritizing own workload and working to deadlines.	E
	Experience of working with minimal supervision and using own initiative	E
	Experience of communicating effectively and positively with a variety of people	E
<b>Other:</b>	<p><b>Level 1</b></p> <p>Good organizational skills in respect of work planning and record keeping.</p> <p>Ability to create and maintain both manual and computerized record systems.</p> <p>Ability to remain calm in stressful situations.</p> <p>Ability to maintain strict standards of confidentiality.</p> <p>Flexible attitude to shifts (cover is required 24hrs).</p> <p>Current full driving license</p> <p>Ability to drive EV vehicles throughout Hertfordshire and surrounding areas.</p> <p><b>Level 2 (in addition to the above)</b></p> <p>Understanding of industry standards e.g., TSA.</p> <p>Current full driving license</p> <p>Ability to drive EV vehicles throughout Hertfordshire and surrounding areas</p> <p>Post requires an enhanced DBS check to work with children and adults.</p>	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

Signed.....

Date.....

