

## Job Description

### ASC TEC Support Officer

Job Details	
<b>Grade</b>	Gr3
<b>Job Number</b>	
<b>Job Evaluation Number</b>	A169
<b>Number of Posts</b>	2 - Fixed Term until 31 <sup>st</sup> August 2026
<b>Directorate</b>	Adult Social Care
<b>Division</b>	Commissioning
<b>Department</b>	Strategy and Integration
<b>Service Area</b>	TEC
<b>Reporting to</b>	Senior Commissioning Officer
<b>Job Owner</b>	Martin Mountford
<b>Date Created</b>	7 May 2024 amended for ASC 30 July 2025
<b>Job Approver</b>	Gurjit Dhanjal
<b>Date Approved</b>	17 Jul 2024

#### 1.0 Portfolio Responsibilities

Responsible for supplying and fitting TEC in citizens homes across Birmingham for ASC referrals. You will be expected to respond to emergency situations and visit citizens as and when required in their home or equivalent.

## 2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

You will be working on a daily basis as part of a team within the Careline service at Holt Court. You must be a good team player to ensure a good working environment can exist across all teams involved in this service. You will be undertaking visits to install/deinstall TEC into a citizen's home or equivalent and assessing the changing needs of the citizen to ensure the TEC deployed is right for their needs, whilst ensuring the system reflects any changes made.

This role requires a person-centred approach for TEC ensuring all referrals and subsequent installs generated from Eclipse/ASC case management system are accurate and fully completed either by ASC or Housing in a timely manner. You will be arranging appointments to install/deinstall and ensuring all information is accurately input into Care control for the citizen to ensure any emergency can be dealt with safely and

<b>Other Key responsibilities are:</b>
Dealing with ASC enquiries raised by citizens during visits and feeding these back to the appropriate social care practitioner or escalating issues within the team that require action.
Being aware of stock requirements and requesting the processing of orders that are required to maintain a good level of service to our citizens and report this information back in regular team meetings.
Ensuring all technology enabled care equipment is in good working order and programmed as is required to ensure the device/s are operating appropriately to report into the 24/7 contact centre. Reporting faults immediately to the Careline control room, and they will arrange to replace batteries or any faulty or non-working equipment.
Supplying and installing as promptly as possible TEC on receipt of an ASC referral. Adhering to the guidance in accordance with Careline policies and procedures.
Maintaining records of all visits and details of action taken. Ensure that all citizen agreements are signed and up to date.
Responding to emergency situations, taking such action as necessary to deal with the citizen's immediate requirements and raising any safeguarding issues promptly in accordance with BCC policies and procedures.
Building and maintain good relationships with all stakeholders including citizens, ensuring their individual needs are addressed.
Un-installing TEC equipment with sensitivity upon cancellation of service.
Participating, as required, in citizen concerns and issues and escalating correctly to the most appropriate Manager
Dealing with email and telephone enquiries, identifying and resolving problems raised and escalating where and when necessary.
Ability to interrogate both Eclipse and Care Control, input, amend and retrieve information via computer screens accurately.
Producing, as requested, management information and other information to ensure the smooth running of the ASC service and reporting this back in regular team meetings.

### 3.0 Management Responsibilities (excludes those who are INDIRECTLY supervised i.e., through others)

<b>Post Title</b>	<b>Grade</b>	<b>Number of Posts</b>
Not Applicable.		

**Special Conditions**

Is Safeguarding Check needed?

No

**Person Specification**
**Essential Criteria**

Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation

Education	AF/I	Have a good standard of all key areas of education including English and Maths.
Experience	AF/I	Have experience of working with elderly and vulnerable citizens and providing a good customer service that is confirmed in feedback from them.
Experience	AF/I	Have experience of working in a social alarm monitoring environment or a fast-paced environment providing a responsive service to our citizens.
Experience	AF/I	Have experience of working with technology enabled care equipment. Experience of providing guidance and instruction clearly to citizens to ensure they understand their use.
Skills	AI	Able to empathise with all vulnerable people including the elderly, people with disabilities, and carers. skills, dealing with the public etc and identifying if appropriate any safeguarding needs and escalating them as required.

Skills	AF & I	Able to assess the needs of the client in their own home. Able to provide the appropriate TEC to meet their needs and if changes are required to ensure these are reflected in Eclipse and why.
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Skills	AF & I	Have negotiating skills in order to provide TEC to a citizen who is reluctant or does not understand TEC and why they have been referred.
Skills	AF & I	Able to communicate clearly and precisely, in order to obtain and provide essential information and be a good team player. Especially when dealing with clients, statutory and voluntary agencies and also members of the public.
Skills	AF & I	Able to keep accurate records, write clear, concise and well-argued letters and reports
Competency	AF & T	Able to prioritise workload, also work efficiently when under pressure and without assistance
Competency	AF & I	Able to follow and carry out laid down procedures.
Skills	AF & I	Able to create and maintain clerical records and filing systems accurately.
Training	AF/I	Complete mandatory job training and acquire job specific mandatory qualifications.
Other	AF	Possess a valid current driving licence and have the ability to drive a van/car

All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.

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As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be

## Safeguarding

### **Safeguarding**

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together in order to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with the has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in its area. All BCC employees are expected to:

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents. Record and report any concerns or

incidents.

**At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves. We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.**