

# Job Description & Person Specification



<b>Job Title</b>	Assistive Technology Technician
<b>Division/Location</b>	N'able / Burton Road, Norwich
<b>Reporting to</b>	Head of N'able
<b>Weekly Hours</b>	40 hours per week
<b>Grade/Salary</b>	Competitive DoE

<b>Job Description</b>
<b>The Role:</b>
To install assistive technology (AT) equipment for Norfolk County Council and retail customers. You will install adaptations and equipment in customer homes as per contracts, service and maintain assistive technology for Norfolk County Council.
<b>Main Responsibilities:</b>
<ul style="list-style-type: none"> <li>• Installing assistive technology equipment for the eligible service provided by Norse, N-able on behalf of Norfolk County Council.</li> <li>• Delivering and installing Assistive Technology equipment, advising and liaising with service users, working to an organisational framework of competency, prior to installing equipment.</li> <li>• Providing technical and practical advice to prescribers of equipment as required.</li> <li>• Ensuring the safe and correct installation and positioning of the required equipment and adaptations as requested by prescribers.</li> <li>• Demonstrating the operation and maintenance of the equipment to service users, relatives or carers, all in line with the instructions of the prescriber and in accordance with any specific manufacturer's instructions.</li> <li>• Delivering equipment and installing in both service users homes and Care Homes both for eligible and retail sales as per the delivery requests, recording details of all deliveries.</li> <li>• Ensuring the immediate delivery and/or installation of equipment/adaptations requested as a matter of extreme urgency or high priority.</li> <li>• Liaising with Office Administrators with regard to appointments and diary management.</li> <li>• Working closely with Norfolk County Council and other agencies to ensure that the n-able service is delivered effectively, and the user is assisted to access other services as necessary.</li> <li>• Giving advice and guidance to customers, carers and family members with regards to the use of AT equipment.</li> <li>• Completing all necessary paperwork concerning servicing and maintenance to ensure compliance with regulations and an audit trail.</li> <li>• Performing maintenance on all Assistive Technology equipment as scheduled (battery replacements etc).</li> <li>• Participating in staff development and training as appropriate.</li> </ul>
<b>Other Duties</b>
<p>The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:</p> <ul style="list-style-type: none"> <li>• Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.</li> <li>• Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.</li> <li>• Demonstrating personal commitment to the Norse Way CSR Strategy.</li> </ul>

<b>Approval/Review Date</b>			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
<b>Qualifications/ Knowledge/ Training</b>	Knowledge of Care Equipment	Desirable	AF/I
	Knowledge and understanding of Health & Safety during the working day	Essential	AF/I
	Knowledge of appropriate fitting methods	Essential	AF/I
<b>Experience</b>	Previous experience in a similar Technician or Trade role	Desirable	AF/I
	Experience of evaluating installation of new equipment	Desirable	AF/I
	Experience of installing Assistive Technology equipment	Desirable	AF/I
	Experience of working within Care Homes	Desirable	AF/I

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<b>Skills/Abilities</b>	Ability to plan, manage, prioritise workload, demonstrating good time management skills	Essential	AF/I
	Demonstrate good understanding of working with technology	Essential	AF/I
	Able to Install equipment safely within service user environment	Essential	AF/I
<b>Other Requirements</b>	Flexible approach to working pattern	Essential	I
	Full UK Driving licence	Essential	

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health &amp; Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

### Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

**Quality** – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

**Innovation** – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

**Respect** – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

**Trust** – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

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