

Post title	Hub Co-ordinator
Division / Section	Assistive Technology Enabled Care Hub 24 (ATECH 24)
Department	Edinburgh Health and Social Care Partnership
Responsible To	Service Manager
Number of post holders	8
Acting up / Secondment	No

Purpose of Job

To lead the management, planning and coordination of the Assistive Technology Enabled Care Hub 24 operation, to ensure early intervention and preventative support is achieved through the deployment of adaptations, assistive technologies, monitoring and responder services at the right time enabling adults and children with illness and/or disabilities to live independently at home for longer.

'THE WHAT' – MAJOR TASKS AND JOB ACTIVITIES

- Manage operations of the 24/7 client alarm monitoring and call handling centre and the provision of an emergency response service, ensuring compliance with the Technology Enabled Care (TEC) Services Association standards.
- Lead, develop and manage a large and varied team of multi-skilled employees, who hold customer advisory, technical and client care roles.
- Responsible for the safe and secure handling of client data and equipment/asset management information within electronic stock and client information management systems
- Manage a case load of client assessment, installation, repair and response issues and lead in client Case Management situations in line with legislative requirements for a regulated Care at Home service.
- Manage business continuity proceedings including the diversion of alarm call lines and transfer to disaster recovery centre and coordination of mobile dispersed employees.
- Coordinate the designated spend of staffing and non-staffing budgets by planning, developing and implementing proficient business systems.
- Lead and co-ordinate the delivery, fitting and installation of assistive technology within service user homes.
- Manage and monitor stock and assets lifecycle.
- Responsible for managing the pre-planned maintenance and emergency breakdown contracts for assistive technology and adaptations across the partnership. Responsible for developing, reviewing and implementing stock taking procedures for rolling and annual stock counts, and preparation of reports for submission to senior managers, finance and auditors.
- Monitor ATECH24 contracts ensure contracted services are delivered to the prescribed standards in accordance with the contract specification

'The How' – (Knowledge and Skills, Creativity & Innovation, Contacts & Relations, Decision Making)

- Ability to read and interpret legislative and policy changes then develop procedures take in to account policies and procedures which apply across 3 different partner organisations.
- Hold an in-depth knowledge of employee management and understanding of employment legislation
- Build and maintain an excellent knowledge of the information management system to extract, collate and analyse data for management reports and evaluate the system and identify areas of system development
- Hold excellent communication skills to be able to clearly communicate and create good working relationships across all levels of partner organisations and professional boundaries

- HNC/ SVQ3 in a relevant discipline or significant relevant experience.
- Possess a good working knowledge of Health and Safety legislation and transport legislation
- Build and maintain an excellent knowledge of assistive technology and its clinical application including its; assembly, function, use, servicing requirements.
- Ability to compile and interpret statistical data on stock usage, management and budget monitoring and provide solutions or suggestions for service improvement.
- Ability to appropriately and sensitively deal with clients in receipt of the service who maybe angry, distressed or unable to clearly communicate due to illness or disability.
- Ability to create contract specifications for tender documents which describe the product or service required in a way that does not relate to any specific brand or manufacturer.
- A working knowledge of relevant regulatory requirements - Technology Enabled Care Services Association, SSSC, National Care Standards.
- Creatively and autonomously manage employee workloads in response to rapidly changing priorities and complex needs of services users. Provide a range of advice often outside existing policies/procedures
- Able to apply a range of analytical skills and imaginative solutions when responding to emergencies and crises within tight timescales.
- Demonstrate an ability to build strong and positive relationships with a range of key stakeholders including service users, their personal contacts, and associated professionals.
- Able to establish effective working relationship with suppliers and contractors in relation to the provision and management of goods, services and maintenance agreements,
- Required to make decisions that could potentially impact on a member of the public or the workforce and make decisions on service user packages and allocation of resources.

Environment (Work Demands, Physical Demands, Work Conditions, Work Context)

- expected to be resilient in a fast-paced frontline service and react to changing priorities daily. Primarily office based but required to travel to provide additional support in client homes and for field supervision. 10%
- Perform risk assessment of safe people/object handling manoeuvres, advise and support employees. 5%
- Responsible for stock, storage and movement of assistive devices in a warehouse environment, utilising a forklift truck to comply with all relevant health and safety policy and legislation 5%
- Exposed to unhygienic conditions in client homes may include exposure to bodily fluids/drugs/alcohol 5%
- Exposure to aggressive behaviours, mental health episodes and emotionally challenging disclosures from service users. As such, must be able to maintain emotional resilience. Must take responsibility for seeking support and/or further training from their line manager to effectively manage their wellbeing. 10%

Supervision and Management of People (Numbers and type of employees)

Lead and directly line manage 10 employees up to Grades 4 – 5 who work remotely and dispersed across the partnership areas and cover client Care, Customer Response and Contact and stock management, repair and Technical services. However, as the Hub Team Leads will be working on a 24/7 rota they will manage upwards of 30 employees daily.

Resources

Responsible for ensuring safety and security of building, yard and fleet including equipment sanitisation machines and Banksman responsibility when on shift. Property and fleet – Warehouse building of 2,340 sq. metres including equipment cleaning, sanitisation and repair areas. Yard area and building situated on 1.86 acres. Fleet of powered counterbalance forklift, 25 fleet vehicles; 15 transit power tail lift and 8 small vans.

Delegated responsibility for approval of installation maintenance and repair of supplies and services – which includes adaptations and assistive technology both stock and operational, repairs and servicing and all other service running costs.

Health and Safety

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;

- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Lines managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#)