Assistive Technology Coordinator

Job Description

Post	Assistive Technology Coordinator
Department	Mole Valley Life
Salary Grade	Scale 5
Salary Range	£33,437 - £36,046
Hours	37 hours per week
Location	Surrey
Reports to	TEC Service Delivery Manager
Responsible for	Not applicable

Job Objectives

- To provide guidance and oversight in applying Care Act principles within the TEC Team assessments to identify technology-led interventions that achieve personal goals and participating in project work to expand the service.
- To champion a TEC first approach by working collaboratively with health and care professionals to support culture change, recognising the benefits of technology and identifying clear benefits realisation for the service user.
- To facilitate integrated post hospital support with a preventative approach by ensuring the timely installation, setup, and demonstration of assistive technology.

Main Duties

Using their knowledge and experience of social care, undertake person-centred, strength and outcomes-based assessments. Make decisions using a broad range of technology options regarding the most appropriate assistive technology solution to be provided, considering risk, outcomes and best value.

Undertake assigned projects, delivering engagement events and demonstrating assistive and care technology to a variety of stakeholders.

To work in partnership with the Proactive Operator identifying patterns and trends in behaviour, using insights to provide respectful, person-centred support that promotes independence, maintains safety, and enables individuals to achieve their full potential.

Support senior management to map outcomes against financial benefits, demonstrating how TEC-led interventions successfully prevent, reduce, or delay dependency on traditional social care packages.

To maintain regular contact with customers to ensure the service is meeting expectations. Following the service specification in monitoring service, involving customers and gaining customer feedback.

Support the Senior Management Team to identify and test new technologies that help residents achieve desired outcomes.

To assist the Senior Management Team to deliver action plans to meet the audit requirements for Technology Enabled Care Services (TSA) Quality Standards Frameworks (QSF).

Provide demonstrations/ set up / repair / collection of assistive technology in people's own homes. This could also include supporting them to use their own mobile and smart home technology, apps, etc as required.

Provide advice to private paying customers about assistive technology.

Complete assessment documentation and service user notes to a high-quality standard, following MVDC policy and procedures.

To proactively direct and signpost individuals, family members, and carers to relevant support services and sources of assistance.

To champion and promote a local "Technology First" culture change, using effective communication and process improvements to embed TEC as a core component of the health and care system.

Train colleagues and other Social Care stakeholders where requested and support the effective implementation of innovation and development projects.

Supporting and being involved with partnership working activities e.g. with voluntary sector organisations, Fire and Rescue Services, NHS and social care organisations.

Appropriate processing of all paperwork, including vehicle maintenance, stock management and safety checks.

Be fully compliant with all relevant mandatory training as and when required and take active part in continuous improvement and all training opportunities offered – ensuring up to date best practices and equipment is used.

Attend meetings for Mole Valley Life with stakeholders.

To undertake any additional responsibilities appropriate to the role, as directed by the line manager.

To be aware of the Council's policy on Risk Management and to escalate any new, emerging or potential risks to the post holder's line manager.

To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the Council's Data Quality Policy.

To work in accordance with the Council's commitment to provide a healthy and safe working environment including the promotion and implementation of health and safety policies and procedures

Because of the sensitive nature of the duties of the post, at interview applicants will be asked to disclose details of any criminal record. The post is exempt from the Rehabilitation of Offenders Act 1974, which means that all convictions, cautions, reprimands and final warnings given by the Police need to be disclosed. Enhanced DBS disclosure will be sought in the event of a successful application.

Person Specification

Essential Experience and Knowledge

- Experience of working with TEC in a Health & Social Care Environment and the delivery of support services, delivered for the benefit of older and vulnerable people
- Experience of setting up and managing projects
- An understanding of care and support through personal or professional experience
- Ability to learn the requirements of the TEC Service Association in relation to the function of the TEC Service and TSA Quality Standards Framework
- Awareness of Safeguarding, Child Protection issues and the boundaries of professional relationships

Education and Qualifications

- NVQ Level 4 Health & Social Care Qualification

Skills

- Ability to be creative and communicate effectively with a diverse range of individuals and organisations
- Ability to work on own initiative and resolve complex issues with the minimum of supervision
- Ability to manage your workload, prioritise, and meet deadlines.
- Commitment to service improvement and performance management
- Able to assess on sight using a Dynamic Risk Assessment approach.
- Flexibility and being able to cope with constantly varying workload.
- Be self-motivated and self-reliant.

Special Aptitudes

- Ability to work on own initiative with minimum supervision and to work effectively under pressure.
- Good team worker with a flexible and adaptable attitude towards getting things done.
- Ability to confidently perform duties calmly in emergency situations.
- To have a caring and considerate attitude with a commitment to service and performance improvement.
- Demonstrates commitment to equality and diversity in both the delivery of the function and in relationship with colleagues.

Job Requirements

- A confident and determined approach.
- Full Drivers licence (Maximum 6 points)

Employee Signature:

Date:

Manager's Signature:

Date:

Job Description template updated June 2026