RECRUITMENT PROFILE

Post Number	14453	Grade	7C
Position Title	Telecare Technician	Department	Adult Social Care
Location	Community Equipment Service, Tweedbank	Hours	35
Salary/Rate of Pay	£18.13 - £19.86 per hour/£33,098.53 - £36,255.78 per annum	Number of Staff Responsible for	0
Reports to Post Number	TEC Business Services Officer	Registration Requirements	None
Contract Status	Temporary for 6 months	Disclosure Status	PVG Adults
Role Profile Number	TE 4A	Work Pattern	Monday to Friday
Vacancy Number	SBO09461	Closing Date	20/10/2025

Key Responsibilities

The SBC TEC team provides a fully managed TEC equipment service (telecare, telehealth and other assistive technology) to our clients within the Scottish Borders.

We are looking to recruit a Telecare Technician to join our dedicated team to install, service and maintain community alarm systems and associated peripherals in domestic properties. Equipment ranges from personal trigger pendants, heat and smoke detectors to more complex devices to support vulnerable people in their own homes.

Main Duties:

• Carry out any testing, programming, and installations in client's home and the workshop to ensure the client's safety in line with their assessed needs.

• Carry out demonstrations of the equipment that is provided – personal alarms, enhanced TEC packages. Ensure that the client and their family understand how the equipment works and provide any literature when required.

• Maintain equipment by dealing with faults, reprogramming alarms, changing batteries and replacing equipment when needed.

• Apply forward thinking in complex installations where solutions need to be found to keep client safe while consulting with the referrer or the TEC manager.

• Identify any risks to clients, follow by taking steps to minimise the risks or refer to appropriate person i.e. social worker, OT.

• Identify any changes in client's circumstances and make any amendments relevant to TEC or refer to relevant stakeholders if more complex solution is needed. • Keep up to date with new emerging technology equipment. Procure, assess, programme, and test the equipment to ensure safety of the clients and that their individual needs are met. • Arrange collection of equipment that is no longer required. • Carry out recycling process where decisions are made whether the equipment is to be decommissioned, decontaminated, or recommissioned. • Signpost clients and their families to any technology equipment that they can access from other providers. • Provide advice on service charges, explain the process, help with form completion and point the client and their families in the right direction regarding advice on any benefits. • Keep accurate records of the visits carried out and any assessments provided regarding technology equipment. Ensure that this information is passed to the appropriate team. • Ensure that all computerised and manual records that relate to clients and stock are accurate to deliver a safe service. • Assist with promoting TEC by taking part in awareness sessions, delivering training to colleagues, public, and council departments. • Participate in any mandatory or team training, ensuring that you maintain up to date knowledge of any TEC equipment and products. • Be able to organise, prioritise, and manage your workloads while working unsupervised. • Ensure you are responsible when using vehicles, tools, and equipment. • Participate in National Forums and Events. • Assist management in the future development of the TEC service to ensure a delivery of a high quality and effective service to support the needs of the clients. • Carry out any other appropriate tasks that are requested by management. • Ensure data protection is followed in line with GDPR.

	Essential	Desirable
Education & Training	• HNC/ SVQ 3 in Health and Social Care or Electronic, electrical, engineering and/or technical qualification. • And/or demonstrable equivalent knowledge, skills, competencies, and work experience in Telecare / TEC. • A full driving licence	• Working towards Health and Social Care qualification or a recognised technical or engineering qualification • Health and Safety qualification • First Aid qualification

Experience	• Experience of working with a variety of clients, including vulnerable people • Experience of working in the electrical/ electronic sector and or experience of Telecare/ Telecom installations. • Experience of installing, maintaining, and programming telecare/ telecom equipment. • Experience of diagnosing faults in electrical and computerised equipment and being able to repair these • Experience of lone working.	• Experience of working in the Public Sector.
Job Specific Skills	• Good verbal and written communication skills. • Confident in providing advice to managers and professionals. • Good time management and organisational skills. • High quality computer skills and competency in Microsoft Office – especially Word and Excel. • Good numeracy and analytical skills. • Able to demonstrate the ability to identify problems and solve. them using your own initiative. • Knowledge of the TEC industry. • Knowledge of new and emerging TEC equipment. • Ability to work at heights. • Ability to use power tools.	• Knowledge of services within the social care sector. • Knowledge of the analogue to digital migration. • Keeping up to date with upcoming technology.
Qualities	• Committed to achieving high standards of customer service. • Interpersonal skills. • Proactive. • Flexible & Adaptable	

	• Team worker and collaborator, sharing knowledge and information appropriately. • Produce accurate work, on time and to tight deadlines with minimum supervision. • Efficient and effective in their personal and work organisation.	
Health & Safety	▪ Employees shall work in accordance with policies, procedures, information, instructions, and / or training received.	

Benefits of Working for Scottish Borders Council:
• Living Wage Employer • SBC Employee Benefits • Paid training and PVG • Training and development opportunities

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive, and the post holder may be required to undertake such other duties as may be required by the Workforce Planning & Development Manager to meet the needs and responsibilities of the Service and the Council.

Equality – Ensure that all work and outputs comply with and promotes equal opportunities and diversity.

A current driving licence and use of a vehicle is an essential requirement of this post.

* If you have a disability which precludes you from holding a drivers licence, Scottish Borders Council will take into account its responsibility to make reasonable adjustments to allow for your disability. Should it be possible to make such an adjustment in order that you can undertake the travel responsibilities of the post, this will be taken into account in consideration for this role

Equal Opportunities - Scottish Borders Council is committed to improving the diversity of its workforce to better reflect the communities we serve. We welcome applications from all minority groups and individuals who identify with one or more of the protected characteristics as defined by the Equality Act 2010. In particular from candidates who assess themselves as having a disability, under the Disability Confident Employer scheme this guarantees an interview to those individuals who meet the essential criteria of the post. All appointments will be made on merit.

Please note priority will be given to staff on the deployment/redeployment list who meet the essential criteria of the post.

Please note that applicants who have received early retirement/voluntary severance from Scottish Borders Council will not be considered.

TEMPORARY POSTS
If at a later date a temporary post becomes permanent, it will be at the discretion of the Department's management team to confirm the post holder as permanent without readvertising.

PRE-EMPLOYMENT CHECKS
Essential
· Confirmation of Right to Work in the UK - **(All posts)**
· Level 2/PVG Registration Disclosure Check – (PVG/Disclosure posts only)
· References - (All posts)
· Confirmation of qualifications required to meet the essential criteria on the person specification - (All posts)

Right to Work in the UK
Under the Immigration, Asylum and Nationality Act 2006 – require original documentation confirming legal entitlement to live and work in the UK.
· A Passport/National Identity Card showing you are a British Citizen or an EEA or
· Swiss National or
· a **full** British Birth/Adoption Certificate along with an official document containing your name and permanent National Insurance number
· **or** a passport or travel document endorsed to show that you are allowed to stay in the UK indefinitely or for a limited period of time and are allowed to work is required.

Please note that a Short Birth Certificate and a Driving Licence are not sufficient to show your entitlement to work in the UK.

OTHER DETAILS

Disclosure/PVG Registration
Under the Rehabilitation of Offenders (Exclusion and Exceptions) (Scotland) Order 2003 to the 1974 Rehabilitation of Offenders Act (ROA) Scottish Borders Council are entitled to ask "exempted questions" that require applicants for certain positions to reveal their full criminal history.

This means that all details of criminal convictions, whether they are spent or not, must be disclosed to help the recruiting manager assess the person's suitability for a position of trust.

Disclosure
These "excepted professions" are set out in the Exceptions Order and include:
· certain professions in areas such as health, pharmacy and the law;
· senior managers in banking and financial services;

PVG Registration
Certain posts are considered Regulated Roles with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. Preferred candidates will be

required to join the PVG Scheme or undergo a PVG Scheme update check prior to a formal offer of employment being made by Scottish Borders Council.

Political Restrictions
Certain posts within Scottish Borders Council will be deemed Politically Restricted. If you are appointed to such a post the Local Government Officers' (Political Restrictions) Regulations 1990 provide that your terms and conditions of employment are deemed to incorporate additional provisions set out in the Schedule to the Regulations, a copy of which can be obtained from HR. Full details of restrictions will be provided in your application pack if you are applying for a Politically Restricted post.

** From 1 April 2025 a Scottish Local Government Living Wage Rate of £13.06 per hour has been agreed. All employees recruited on a salary/wage less than the SLGLW rate shall receive a payment additional to their salary/wage in order that they are paid at the rate of £13.06 per hour. The additional payment shall count as pensionable earnings and be subject to deduction of tax, national insurance and pension where appropriate.

Information for Applicants

Protecting Vulnerable Groups Scheme and Disclosure Scotland Checks

You have requested information on a position within the council that requires either a PVG or Disclosure check. The level of check required will be detailed on the Job Description.

In order to protect young and adult people at risk Scottish Borders Council is required to undertake checks for the following individuals:

- Employees: Current staff and candidates who have been recommended for specified types of posts i.e. posts working with vulnerable groups (children or protected adults).
- Other people: Volunteers working with vulnerable groups, Foster Parents, prospective adopters, Children's Hearing members, Host Parents, Elected Members who sit on certain committees.

Certain other specified positions also require checks to be undertaken.

Legislation makes it an offence for the council to offer employment or to continue to employ someone who has been found to be unsuitable to work with children or protected adults. Undertaking PVG Disclosure checks ensures that we comply with this legislation.

Under the terms of the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2003 Scottish Borders Council are entitled to ask "exempted questions" that require applicants to reveal their full criminal history.

An "exempted question" is a question which employers are not normally allowed to ask in relation to a person's criminal conviction history. Under the terms of the Rehabilitation of Offenders Act 1974 offenders become rehabilitated after varying periods of time and their conviction(s) deemed "spent", depending on the sentence imposed and whether they have re-offended. The Act provides that a spent conviction need not normally be disclosed by the individual, except in situations where information about spent convictions needs to be available. There are a number of positions with the Council where both spent and unspent convictions must be disclosed e.g. positions involving contact with children and/or adults at risk.

Under the PVG Scheme:

When a person applies to join the PVG Scheme for the first time there are two types of disclosure record available:

• the Scheme Record (and subsequently a Scheme Record Update) at the request of an organisation.
• the Scheme Membership Statement at the request of a personal employer or by the individual alone in anticipation of doing regulated work in the future;

The Scheme Record states the type of work the person is registered for, whether work with children, protected adults or both and whether they are under consideration of being barred. It also contains details of all convictions on record, whether spent or unspent, and other relevant non-conviction information held by Disclosure Scotland.

A Scheme Record Update states the type of work the person is registered for, and whether they are under consideration of being barred. It also confirms the date of issue of the last Scheme Record, whether or not any further information is recorded on that Scheme Record and whether or not any further information has subsequently been recorded.

Depending on the contents of the Update it may be necessary to obtain a Scheme Record.

A Scheme Membership Statement simply states the type of work the person is registered for, and whether they are under consideration of being barred.

Under the Police Act:

Level 2 disclosures are available for certain purposes including those involved in the administration of the law, and senior managers in banking and financial services. A Level 2 Disclosure will contain details of all convictions on record, whether spent or unspent. This means that even minor convictions, no matter when they occurred, will be included on the Disclosure.

Level 1 disclosures are also available, however this can be obtained only by an individual rather than an organisation, as long as they apply in the appropriate manner and pay the relevant fee. Level 1 Disclosures include all convictions considered to be unspent under the Rehabilitation of Offenders Act or state that there are no such convictions.