

Transferable Role Template

Career Framework Level 3

Care & Technology Assistant (Techie with a Heart)

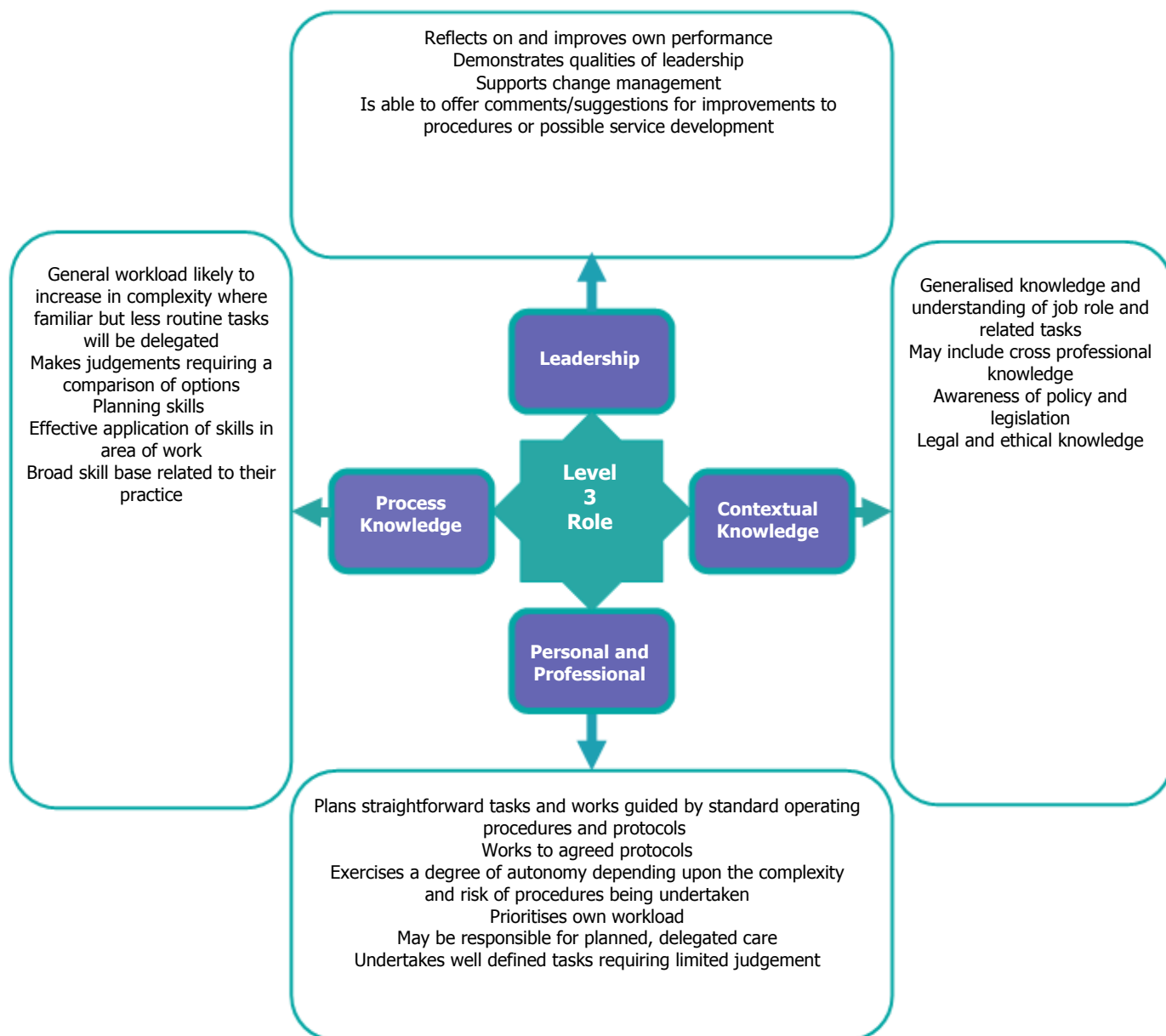
Published : 19-03-2015

Developers

NAViGO Extra

Level Descriptors

Key characteristics of a Level 3 Role



Definition of the Level 3 Role

People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2 and will have more responsibility with guidance and supervision available when needed. They will contribute to service development and are responsible for self-development.

Example of Role at Level 3

Senior Healthcare Assistant:

Senior healthcare assistants or technicians support the work of practitioners at all levels and may work as part of a team. They demonstrate an ability to carry out tasks, solving straightforward problems and making some judgements, with guidance and supervision available. They have skills in specific focussed aspects of service delivery.

These characteristics have been developed by Skills for Health working with employers and other stakeholders.

Basic Information:

Named Role	Care & Technology Assistant (Techie With A Heart)
Area of work	Community NHS Or Local Authority Or Independent
Role Family	AHPs, Nursing, Wider Healthcare Team
Experience required	Some experience in the use of assistive technology Some experience of working with older people Some experience of working with people with mental health problems
Career Framework Level	3

Summary of Role

This role provides practical support, advice and guidance to service users regarding the use of assistive technology. The role will also deliver direct support to service users but they will not deliver personal care.

There is a strong element of enablement for service users, families and staff.

Scope of the Role

Working under the supervision of senior care assistants this role will deliver services to people in the community who require practical support, advice and guidance regarding the use of assistive technology that will help service users gain greater engagement with family and friends, reduce social isolation and be protected from cyber crime, bullying and harassment.

The use of assistive technology will enable a more flexible approach to assessment and offer remote visual and verbal contact between the service user and care workers and the wider care team.

The main responsibilities of the role are:

To assess for relevant assistive technology equipment.

To provide practical support to service users through assistive technology i.e. installing IT equipment such as personal computers, and related apps or programmes such as Skype, messaging applications and related software.

To enable service users, many of whom will be vulnerable to use the equipment in a safe way and to involve relevant others such as family, friends, carers and other staff involved in that persons care.

To enable care staff to use the technology provided so that they can engage with service users more flexibly and using such systems as Skype can identify when additional visits are required. Contact with service users will also be maintained more easily when visits may be difficult e.g. during adverse weather or out of hours.

To be the first point of contact for the service user if the service user is approached online by external agencies not known to them or individuals operating in a fraudulent or dishonest manner.

To provide advice to service users regarding financial issues and empower them to access relevant services as required e.g. Credit Union.

To set up safe online financial management tools and prevent/reduce activities such as Phishing which put service users at risk.

To support service users with some domestic activities of daily living such as shopping and cooking. This could include assisting in the set up of online shopping accounts.

To support service users in accessing and engaging with community activities, diversionary activities and therapeutic interventions to improve their health and well being and reduce social isolation. This will include the safe use of social media such as Facebook.

To assist the team manager, senior care assistants and care staff with computerised systems such as e-rostering, data extraction and performance monitoring.

To maintain contemporaneous records and ensure care plans are accurate in accordance with relevant policies and guidelines

The role is governed by the NAViGO Extra Ltd. general policies and procedures

Level 3 Core Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
1. COMMUNICATION	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3001
2. PERSONAL & PEOPLE DEVELOPMENT	2.1.1	Develop your own practice	SCDHSC0023 Develop your own knowledge and practice http://tools.skillsforhealth.org.uk/competence/show/html/id/3517
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices http://tools.skillsforhealth.org.uk/competence/show/html/id/2051
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3309
			PROHSS1 Make sure your own actions reduce risks to health and safety http://tools.skillsforhealth.org.uk/competence/show/html/id/3327
			PMWRV1 Make sure your actions contribute to a positive and safe working culture http://tools.skillsforhealth.org.uk/competence/show/html/id/4027
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3518
5. QUALITY	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority http://tools.skillsforhealth.org.uk/competence/show/html/id/85
	5.1.2	Manage and organise your own time and activities	HT4 Manage and organise your own time and activities http://tools.skillsforhealth.org.uk/competence/show/html/id/2501
6. EQUALITY & DIVERSITY	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3506
B. HEALTH INTERVENTION	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare http://tools.skillsforhealth.org.uk/competence/show/html/id/2820
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system http://tools.skillsforhealth.org.uk/competence/show/html/id/4104

H. MANAGEMENT & ADMINISTRATION	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams http://tools.skillsforhealth.org.uk/competence/show/html/id/3509
	H2.6	Receive and pass on messages and information	ESKITU020 Use digital communications http://tools.skillsforhealth.org.uk/competence/show/html/id/4150

Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
1. COMMUNICATION	1.2	Communicate effectively	CHS126 Conduct handover between healthcare personnel http://tools.skillsforhealth.org.uk/competence/show/html/id/166
			GEN21.2012 Interact with individuals using telecommunications http://tools.skillsforhealth.org.uk/competence/show/html/id/3380
			GEN99 Promote effective communication and relationships with people who are troubled or distressed http://tools.skillsforhealth.org.uk/competence/show/html/id/3861
	1.3	Support individuals to communicate	SCDHSC0370 Support the use of technological aids to promote independence http://tools.skillsforhealth.org.uk/competence/show/html/id/3464
			1.5
		CHS177 Advise on access to and use of services http://tools.skillsforhealth.org.uk/competence/show/html/id/2320	
			CHS127 Advise on the health status and health care needs of individuals at a distant location using electronic communication media http://tools.skillsforhealth.org.uk/competence/show/html/id/2585
			SCDHSC0419 Provide advice and information to those who enquire about health and social care services http://tools.skillsforhealth.org.uk/competence/show/html/id/3488
	1.5	(Contd..) Provide information, advice and guidance	SCDHSC0026 Support individuals to access information on services and facilities http://tools.skillsforhealth.org.uk/competence/show/html/id/3536
	A. ASSESSMENT	A2.4	Assess an individual's needs arising from their health status

B. HEALTH INTERVENTION	B16.3	Assist individuals in undertaking activities	MH42.2013 Enable people with mental health needs to participate in activities and networks http://tools.skillsforhealth.org.uk/competence/show/html/id/3831
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D1.1	Create information systems	SIS Set up an IT system http://tools.skillsforhealth.org.uk/competence/show/html/id/3005
	D2.2	Input data/information for processing	IUF:FS IT user fundamentals http://tools.skillsforhealth.org.uk/competence/show/html/id/2885
	D2.4	Maintain information / record systems	HI21.2010 Create, store and retrieve paper based health records http://tools.skillsforhealth.org.uk/competence/show/html/id/2994
F. EDUCATION LEARNING & RESEARCH	F1.1.3	Develop learning and development sessions	LSILADD04 Plan and prepare specific learning and development opportunities http://tools.skillsforhealth.org.uk/competence/show/html/id/3170
H. MANAGEMENT & ADMINISTRATION	H1.5.7	Manage information and knowledge	GEN69 Capture and transmit information using electronic communication media http://tools.skillsforhealth.org.uk/competence/show/html/id/413
			HI2.2010 Assure the quality of data and information in a health context http://tools.skillsforhealth.org.uk/competence/show/html/id/2975
			HI3.2010 Manage risks relating to data and information in a health context http://tools.skillsforhealth.org.uk/competence/show/html/id/2976
	H2.6	Receive and pass on messages and information	ICF:FS IT communication fundamentals http://tools.skillsforhealth.org.uk/competence/show/html/id/2883
			UMD Using mobile IT devices http://tools.skillsforhealth.org.uk/competence/show/html/id/2896

Facets of Role (National Occupational Standards):

Underpinning Principle	Reference Function		Competence
		None Assigned	

Locality Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
		None Assigned	

Indicative Learning and Development

Transferable role	Care & Technology Assistant (Techie with a Heart)
Formal endorsed learning	
Informal learning	
Summary of learning and development including aims and objectives	
Duration	
National Occupational Standards used	
Credits (including framework used)	
Accreditation	
APEL and progression	
Programme structure	
Continuous Professional Development	Assistive technology changes, knowledge formally updated at least twice a year Attendance at NAIDEX or similar as agreed with line manager and related to service needs
Resources required, e.g. placement learning, preceptors, accredited assessors etc	
Quality Assurance	
Policies included in learning programme documentation	
Funding	

Leading to registration or membership with:	
--	--

References & Further Information: