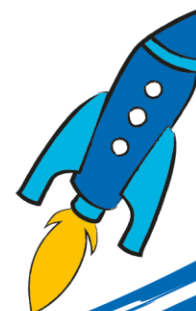


Assistive Technology Technician

Band 4

Candidate Briefing Pack



Dear Candidate

Thank you for your interest in becoming an Assistive technology technician at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work. We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy, and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities, and complex health needs.

As an Assistive Technology Technician, you will report to Katy Buche, School therapy team lead. Your role will be to assist the Assistive Technology Team in providing high quality, evidence-based and safe intervention with technical support to promote participation and functional activity of children and young people through assistive technology within education, therapy, and care services.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

Katy Buche
School Therapy Team Lead

The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy, and care needs
- Support for children with ABI and their families in the communities across the UK, through our Brain Injury Community Services.
- Online information and support via our publications and braininjuryhub.co.uk

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail, and soft play areas.



We run a non-maintained special school for children with complex education, health, therapy, and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 750 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, operations, and centralised support functions such as finance, HR, fundraising and communications. A number of these staff are based off site around the UK in our charity shops.

Job Description

Job Title	Assistive Technology Technician
Reports to	School Therapy Team Lead
Direct reports	None
Level	Band 4
Location	Tadworth, Surrey
Salary	£29,460 – £31,909 per annum (dependent upon experience and inclusive of London weighting)
Hours of Work	37.5hrs per week
DBS	Enhanced with Children's & Adult's Barred List

Job Purpose

The role of the Assistive Technology Technician is to assist the Assistive Technology Team in providing high quality, evidence-based and safe intervention with technical support to promote participation and functional activity of children and young people through assistive technology within education, therapy, and care services.

The post holder will have the skills to provide support to clinical staff in the Assistive Technology Team in equipment purchasing, commissioning, preparation, and installation. The post holder will ensure that equipment is deployed safely, recovered and when needed decommissioned following the appropriate technical and administrative procedures.

The post holder will also support the clinical staff to provide training and support for the children, young people, families, and staff to use the equipment safely and effectively. This includes responding to queries from the wider team requesting technical assistance in a timely way across the working week.

Role of the Assistive Technology Team

Assistive Technology helps disabled people participate in things that they need to do, want to do, or are expected to do. The Assistive Technology Team at The Children's Trust enables children and young people to:

- Play age-appropriate video games
- Communicate through Augmentative & Alternative Communication
- Control their environment through dedicated EC devices and smart home technology
- Access computers, smartphones, and tablets
- Independently mobilise through adapted powered mobility systems
- Access the curriculum and recording in education
- Engage in music, art and play activities and therapy
- Safely access all the above through mounting systems

- Protect the CYP from harm online when using Assistive Technology devices or TCT networks

Duties and Responsibilities

Skills and Responsibilities

- Help to create and maintain an assistive technology asset register
- Monitor assistive technology equipment (hardware and software) stock. Identify resources for order and those that require decommissioning
- Manage and update licences for an extensive catalogue of software
- Manage relevant networks such as the Lifelites Network
- Complete equipment orders and help with budget planning.
- Support with the technical procedures required to bring devices safely into the hands of the children who need it. This includes cyber security, repairs, manual patching, and updates of software/hardware, preparing and recovering devices and logging these actions on a digital record
- Work with the assistive technology team on our planned preventative maintenance schedule to ensure equipment is working and safe to use. This includes gaming PCs and mounting systems
- Prioritise technology queries and troubleshooting during the working day, support queries from staff as they come into the assistive technology team via our Teams channel and other means.
- Provide high quality, evidence-based interventions for children and young people attending The Children's Trust School and Rehabilitation services, in partnership with other members of the multidisciplinary team and education services, under the guidance of qualified therapists.
- Collaborate with therapists in the feature matching process that forms the basis of an assistive technology assessment (i.e., determining what technology would assist that person).
- Support child-facing staff in the implementation of assistive technology into existing routines to improve participation. This could include helping to facilitate group / individual face to face sessions.
- Work with child-facing staff to configure apps / laptops / desktops / tablets. To make and amend vocabularies / activities, to innovate in the assistive technology space to ensure all children have opportunities to participate fully through the latest technology.
- Provide training to the child-facing staff on fundamental assistive technology skills and knowledge, while advancing your own skills.
- Provide equipment demonstrations to promote assistive technology and the work carried out on behalf of the organisation.
- Keep appropriate and accurate documentation, fulfilling legal, professional and all other requirements of The Children's Trust.
- Support with information collection for the Risk and Audit Committee
- Demonstrate working knowledge of regulatory compliance e.g., CQC, Ofsted Care and Ofsted

- Education frameworks, children's home regulations and Keeping Children Safe in Education (KCSIE).

Management of self and others

- Ensure health and safety regulations, safe use of equipment and storage of materials is maintained.
- Adhere to confidentiality and information governance; ensuring children and young people's dignity, privacy and respect is upheld.
- Participate in the annual Performance Development Review and monthly supervision sessions, as required by The Children's Trust.
- Manage time effectively, ensuring prioritisation of workload appropriately and delegate work, as required.
- Adequately prepare for Performance Development Reviews, identifying learning objectives and setting targets; identify opportunities for development, in order to meet Continuing Professional Development requirements.
- Seek personal educational developmental opportunities, through attending off-site courses/ events, in-house training sessions and updating knowledge through Literature Reviews.
- Participate in in-service competency training programmes and teaching sessions, as appropriate.
- Assist in the Induction of new staff, students, and other members of the multidisciplinary team.
- Attend and proactively participate in monthly formal supervision.
- Undertake all mandatory training, in-line with The Children's Trust Policy.

Communication

- Communicates effectively with children/young people (applying the principles of consistent communication).
- Facilitate effective communication with families and other professionals such as those in the School, IT, Therapy, Nursing and Care Services
- Maintain clear and concise documents and records, in accordance with The Children's Trust Policies.
- Ensure documents are managed confidentially at all times.

Governance

- Read and implement all policies, procedures, and risk assessments, pertinent to working practice and keep up to date with policy changes as they occur.
- Critically reflect on own performance and that of other staff, and use this evaluation to enhance the effectiveness, efficiency, and quality of future practice.
- Actively support therapists with local clinical governance activities.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.

Professionalism

- Takes action and raises concerns.

- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.

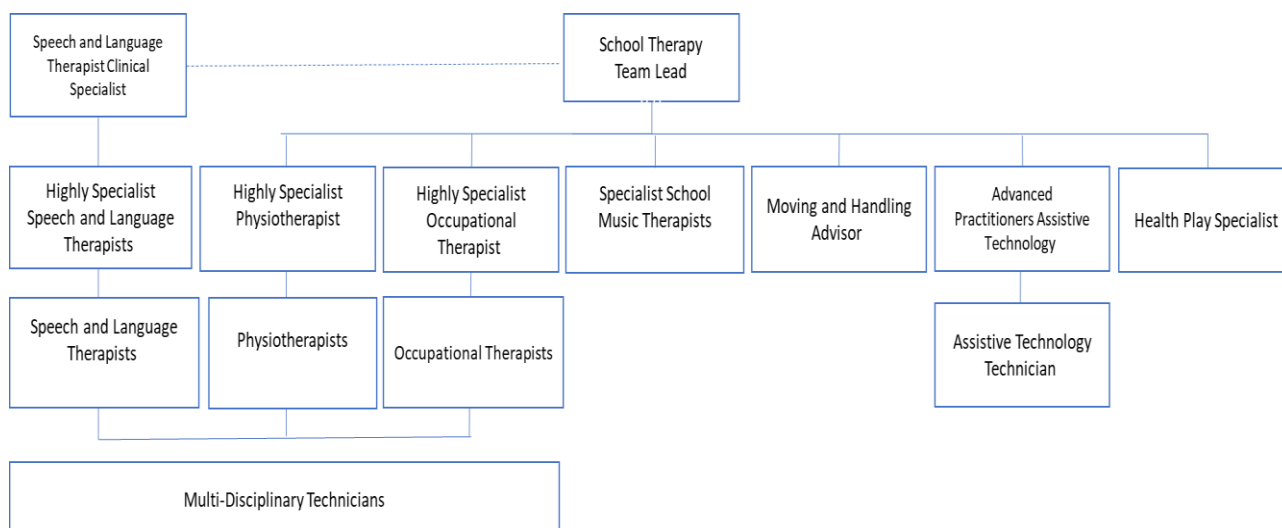
Health and Safety

- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Provide evidence of a valid NHS Covid Pass or acceptable proof of Covid vaccination or medical exemption and all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and others.

Organisation and Structure



Person Specification

Selection Criteria:		Essential / Desirable
Education & Qualifications	<ul style="list-style-type: none"> GCSE or equivalent in Numeracy and Literacy. Post graduate course e.g., PMLD, Makaton, intensive interaction. NVQ Level 3. IT Qualification 	Essential Desirable Desirable Desirable
Experience	<ul style="list-style-type: none"> Experience with a range of operating environments (Windows MAC OS) and mobile devices (IOS Android). Experience in using assistive technology to support a person with a long-term health condition. Experience of working with children, young people, and their families. Previous experience of working within the health and / or education sector. Experience of working as part of a multidisciplinary team. Experience of delivering training to others. Experience in IT / AT helpdesk role, responding to technical queries. 	Essential Desirable Desirable Essential Desirable Desirable Desirable
Skills & Abilities	<ul style="list-style-type: none"> Competent verbal, non-verbal and written communication skills. Ability to work independently and as part of a team. Good time management. Ability to prioritise and plan work/ manage a small case load. Ability to motivate self and others. Ability to meet the physical demands of an assistive technology role. Ability to work flexibly to meet the needs of the service and the children. This may include one weekend day a month and early evening working (no "On Call" requirement). Ability to liaise with external companies to organise equipment servicing and repairs. Ability to liaise with external professionals to organise and timetable specialist clinics e.g., AAC Clinic / Powered Mobility. 	All Essential
Knowledge	<ul style="list-style-type: none"> Knowledge of creating and using a range of paper based and powered AAC systems e.g., symbols, PODD books, e-tran frame. Working knowledge of childhood disability. Competent skills in Microsoft Word, PowerPoint, Excel. Knowledge and understanding of safeguarding children and young people with complex disabilities including online safety / cyber security. 	Desirable Desirable Essential Essential
Personal Qualities	<ul style="list-style-type: none"> Commitment to the vision and values of The Children's Trust. Flexible and 'can do' attitude to competing commitments in workload. Highly motivated and reliable. Ability to cope working in a demanding environment. Physically fit and able to comply with The Charity's manual handling guidelines; able to carry out moderate - intense physical effort, throughout the working day and carry out concurrent activities. 	All Essential

Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information.

Equity, Diversity & Inclusion

At The Children's Trust we recognise how important it is to have leadership that reflects the children, young people, and families that we support. We also recognise that staff, comprised of a range of skills, backgrounds and experiences will help us to better understand the needs of those we support, and how we can best represent their interests.

We, therefore, particularly welcome applications from disabled people, individuals from diverse ethnic backgrounds and those from other under-represented groups.

The Children's Trust is committed to achieving equity, diversity, and inclusion (EDI) across all levels of the organisation. For further information, see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-Inclusion>

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact, and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

