

Job Description

1. Job Details

Job Title: AAC Technician

Pay Band: Grade H

Reports to (Title): AAC Specialist Teacher

Accountable to (Title): AAC Specialist Teacher and SLT

Location/Site/Base: Fairfields School, Trinity Avenue, Northampton NN2 6JN

2. Job Purpose

To provide support to staff in the County AAC Service in equipment management, installation and assigning.

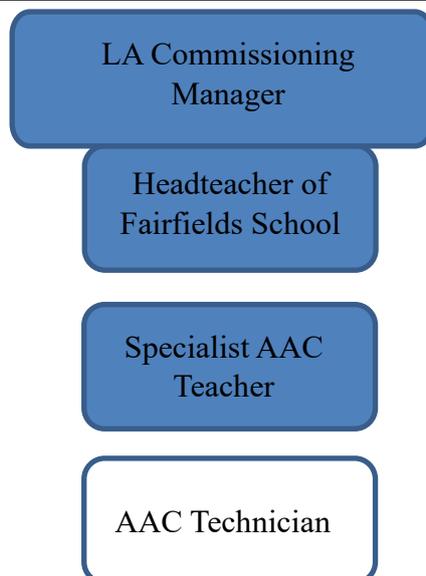
To provide support to service users and their families, to ensure equipment is fully understood and utilised.

To provide support to health, social care and education professionals in the use and deployment of AAC technology.

3. Role of Service

Augmentative and Alternative Communication (AAC) refers to high-tech communication aids and a range of techniques that are used by individuals who have little or no speech. The AAC team is a multi-agency team who assess children with complex communication needs in Northamptonshire for high tech communication aids. AAC supports expressive communication and can also support the development of language. This service is available to all Northamptonshire pupils from pre-school to year 13. There are currently around 60 to 90 students who receive AAC support from the service. This fluctuates on a month by month basis.

4. Organisation Chart



5. Minimum qualifications, knowledge, training and experience required for the post

- GCSE Maths and English grade C or equivalent evidence of numeracy and literacy skills.
- NVQ level 3 or equivalent in a related subject or equivalent experience
- Basic IT skills preferably modules 2 & 7 ECDL

6. Duties

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| 1. | Communications and Working Relationships <ul style="list-style-type: none">• Communicates with service users making adjustments for speech and sensory impairments.• Communicates with service user, parents and carers in such a way that the function, purpose and requirements for effective use of the equipment is understood.• Communicates & works closely with multidisciplinary teams• Liaising and/or alerting relevant staff regarding problems to equipment provision and usage |
| 2. | Technical role <ul style="list-style-type: none">• Installation of equipment, in the appropriate manner to meet identified needs including adjusting internal and web site settings and instruct service user and parents/carers in the correct use of the equipment.• Provide on-going support on the use of equipment for service users, including further training in its use, minor adjustments, replacement of faulty items and simple on site repairs.• Carry out planned maintenance of simple systems according to procedures• Withdrawal of equipment no longer required by service user, included it's disconnection and making good.• Clean equipment so it can be redistributed were appropriate• Refurbishment and decommission of returned equipment including resetting to factory settings and removal of client specific data.• Ensure equipment is returned to the appropriate storage area in a fit for use state.• Support other members of the team including providing cover for answering enquiries to the service from calls via telephone, email or post.• Collect data and outcomes as required. |

3.	<p>Record Keeping and Documentation</p> <ul style="list-style-type: none"> • Documents information in a concise and accurate manner in the AAC records. • Updating of department's information system to maintain traceability and service history for devices in use. • Maintains the confidentiality of clinical information in accordance with the schools data protection policy.
4.	<p>Health and Safety at Work</p> <ul style="list-style-type: none"> • Takes all reasonable care to avoid injury to self and others by work activities and cooperates with management in meeting statutory requirements. • Provides assistance and support to any member of staff in difficulty.
5.	<p>Risk Management</p> <ul style="list-style-type: none"> • Exercises vigilance and assists in investigating incidents and potential incidents using the appropriate reporting channels. • Employs good practice in equipment management, following school procedures • Is aware of current Safety Notices and acts accordingly. • Follows good practice with respect to infection control where appropriate. • Ability to reschedule commitments at short notice to respond to urgent needs
6.	<p>Teaching & Training</p> <ul style="list-style-type: none"> • Assist in the training of staff, both from within the department and from other services, on the use, commissioning and care of specific equipment.

7. Skills Required for the Post

Communication and relationship skills

- Good communication skills with both patients who may have communication difficulties or for who English is not their first language, and professionals.
- Being able to communicate effectively using a wide range of methods e.g. written, electronic, telephone

Analytical and judgment skills

- Observe and assess level of understanding of the patient and making a judgement as to how best to demonstrate its use to facilitate their understanding.

Planning and organisational skills

- Skills in planning to ensure best use of own working day.

Physical skills

- Manual dexterity skills, use of hand tools
- Basic IT skills to install and commission the non-complex equipment.

8. Responsibilities of the Post Holder

Responsibilities for direct/indirect work with service user

- To ensure that patient's equipment and training needs are met in a timely, safe, courteous and efficient manner and in accordance with the functional requirements details in the professional assessment and to seek advice when in doubt.
- To ensure that service users are fully supported throughout their use of AAC equipment.

- Responsible for refurbishment of service user equipment ready for re-use to ensure effective use of resources.
- To arrange appointments with service users at the time of assessment or promptly on receipt of work requests

Responsibilities for policy and service development implementation

- May be asked to contribute technical details in compiling equipment specific maintenance, refurbishment and installation documentation.

Responsibilities for financial and physical resources

- To ensure that equipment is refurbished in a timely and economic fashion.

Responsibilities for human resources (including training)

- Supporting learning of education/therapy staff regards features and settings of AAC equipment

Responsibilities for information resources (including systems access)

Systems Required to Access	Level of Responsibility
Microsoft 365	Data Entry/ Communication

Responsibilities for research and development

None

9. Effort & Environment

Physical effort

- Regular kneeling to work on equipment at floor level.
- Use of computer equipment both in schools and in the service users homes
- Occasional manipulation of heavy and awkward objects (e.g. furniture)
- Daily lifting of equipment (up to 15kg) during loading/unloading of vehicle
- Daily requirement to drive, approx. 10,000 miles per annum.

Mental effort

Regular concentration when listening to and understanding patients

Emotional effort

Occasionally dealing with difficult/distressing situations (eg. recent bereavement or service user/family coming to terms with life limiting diagnosis)

Working conditions

Occasional exposure to dogs which may present a risk.
 Exposure to inclement weather when loading/unloading equipment.
 Exposure to dust and dirt especially where domestic cleaning arrangements have broken down.
 Occasional exposure to smells/odours when working in homes of incontinent patients, people unable to wash, pet excreta.
 Regular contact with contaminated equipment

Person Specification - Post of AAC Technician

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	Level 3 NVQ or equivalent in IT related subject or equivalent experience GCSE Maths and English Grade C or equivalent numeracy and literacy skills ECDL or equivalent basic IT qualification	A/I	Qualification in checking electrical equipment. NVQ in care related subjects AAC qualification	A/I
Previous Experience (Nature & Level)	Experience in setting up IT equipment Experience in working directly with children and young people	A/I	Experience in working in health, education or social services Experience in using Microsoft 365 (word, excel, outlook) Experience in customer relations particularly in a care or school environment.	A/I
Evidence of Particular: - Knowledge - Skills - Aptitudes	Evidence of knowledge of a range of IT equipment and their use Evidence of good communication skills in all areas Good manual dexterity skills to set and install equipment. Good self-motivation and time management skills Ability to work flexibly	A/I	Knowledge of assistive technology and its application Evidence of teaching others new skills Basic knowledge of the use of AAC or Assistive Technology	A/I
Specific Requirements	Ability to work in confined areas, to lift, reach and bend in order to install equipment in service users homes This post requires that you have the ability to travel between locations to carry out your work and to attend training and meetings; daily access to transport is therefore essential	A/I		

Job Description Agreement

Job Title: AAC Technician

Area: County AAC Service – Fairfield's School

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature

Date

Job Holder:

Name:

Line Manager:

Name: