



Community Equipment Service - support officer

Salary: Band 8 £37,562 to £40,443 per annum

Hours per week: 37

Office attendance is required minimum 2-days a week for full time staff, and pro-rata for part-time staff. This remains flexible, subject to business needs.

Location: Civic Offices, Portsmouth

Contract type: Permanent

The Service: Adult Social Care - Occupational Therapy Service

The Community Occupational Therapy Service empowers people to maximise their functional ability to achieve increased independence and quality of life.

The approach is strength based, innovative and collaborative. Practitioners assess holistically, whilst respecting and recognising a person's individuality and preferences.

Interventions may include utilising assistive technologies, environmental adaptations, equipment provision, graded rehabilitation programmes and lifestyle adaptations, that enable people to meet their personalised goals and participate in meaningful and purposeful activities.

What is the role?

The postholder will act as the key operational link between Portsmouth City Council, Adult social care, the outsourced Community Equipment Service provider, and equipment prescribers across health and social care in Portsmouth.

The post holder will ensure effective communication, oversight of service performance, and work with commissioners to support the continuous improvement of the equipment offer. The role will provide administration support and coordination of responses to prescriber issues, support system governance, and ensure that operational issues are identified, escalated, and resolved appropriately through established partnership structures.

The current contract is commissioned jointly with Southampton City Council, and the post holder will be required to work collaboratively with their counterparts in Southampton City Council to deliver the key responsibilities.

Key Responsibilities

1. Prescriber Engagement and Support

- Act as the primary point of contact for Adult Social Care prescribers regarding the Community Equipment Service.

- Provide advice, support, and issue resolution to prescribers on operational matters.
- Develop and maintain effective working relationships with prescribers across health and social care, including NHS partners.
- Act as a named contact for health prescribers and the Integrated Care Board (ICB).

2. Partnership and Governance

- Chair and coordinate a regular **Prescriber Forum**, ensuring representation from key stakeholders.
- Identify themes, risks, and issues arising from prescriber feedback and escalate appropriately.
- Represent Adult Social Care operational interests within CES partnership arrangements.
- Raise performance or operational issues at the CES Operational Group and track resolution.

3. Performance Monitoring and Improvement

- Review and analyse Community Equipment Service performance data.
- Identify trends, risks, and opportunities for service improvement.
- Provide reports and briefings to the Principal Occupational Therapist and wider management as required.
- Support contract monitoring by highlighting operational issues impacting service delivery.

4. Communication and Information Sharing

- Produce and disseminate a **regular Prescriber Newsletter**, ensuring clear and timely communication of updates, changes, and good practice.
- Ensure consistent communication between the provider, PCC, and health partners.
- Promote best practice in equipment prescribing.

5. Administration and Clinical Input

- Create new prescriber PINs (pin numbers) on the ordering system and undertake general PIN management
- Respond to and work with the provider to resolve prescriber issues with the ordering system
- Work with the provider to develop and improve utilisation of the ordering system
- Work collaboratively with the **Clinical Advisory Team (CAT)** to:
 - Review the equipment catalogue
 - Assess suitability of items
 - Support changes, rationalisation, and innovation
- Ensure prescriber feedback informs catalogue development.

6. Service Development

- Contribute to the development of the Community Equipment Service, ensuring it remains responsive to local need, including regular review of operating procedures
- Work collaboratively with commissioners to make amendments to the service and support procurement
- Support alignment with national policy, best practice, and local strategic priorities.
- Participate in relevant projects relating to equipment services and integrated working.

Who is the person?

You need:

1. Experience of working within health and/or adult social care services.
2. Experience of working with multidisciplinary teams and external partners.
3. Experience of interpreting and using performance information to support service improvement.
4. Understanding of Community Equipment Services and their role in supporting independence.
5. Awareness of integrated working between health and social care.
6. Understanding of operational governance in commissioned or outsourced services.
7. Strong communication and interpersonal skills, with the ability to engage a range of stakeholders.
8. Ability to chair meetings and facilitate collaborative discussions.
9. Good analytical skills and ability to interpret performance data.
10. Strong IT skills (e.g. Excel, reporting tools, communication platforms).
11. Ability to work independently and manage competing priorities.
12. Proactive and solution-focused approach.
13. Ability to work autonomously with limited supervision.
14. Strong organisational skills and attention to detail.

The following are desirable although not essential:

15. Experience of community equipment services.
16. Experience in commissioning, contract management, or provider oversight.
17. Experience of working with NHS partners and/or Integrated Care Boards.
18. Relevant qualification in health and social care



You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

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