

## Kent County Council

### Job Description: *Technology Enhanced Lives Growth and Innovations Manager*

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**Directorate:** Adult Social Care and Health

**Unit/Section:** Innovation Delivery Team

**Grade:** KR12

**Responsible to:** Senior Project Manager

#### **Purpose of the Job:**

- The Technology Enhanced Lives Service is critical to the Authority's vision for Social Care and Health in Kent where it wants to harness the positive impact digital technology can have to enable independent living, provide greater choice and control, and optimise a person's outcomes. This role will lead, grow and embed innovation across Kent; connecting technology to people and communities.
- You will help to lead the organisation in a transformational shift from a focus on traditional forms of social care and support to a 'digital first' model where care technology is a central component to how services are delivered, and outcomes are achieved, aligned with the core principles of our Adult Social Care Strategy – Making a Difference Every Day. Working with our delivery partner PA Consulting, the post holder will be responsible for ensuring ongoing quality and delivering a sustainable care technology service. The holder will also work in partnership with our delivery partner, relevant people in the authority as well as the wider system to seek out opportunities to further develop the service and introduce innovations. The post holder will play a key role in inspiring a cultural shift in the organisation and social work practice, utilising creative ways of engaging the workforce at all levels to build confidence and capacity that will drive more innovative and creative ways of supporting people.
- The role will work collaboratively across the Council and with external agencies, partners and service users to improve confidence and capability across communities, the market and wider workforce to understand and leverage the benefits of care technology. The role requires proven negotiating and influencing skills and extensive experience at a senior level, building effective partnerships to deliver joint priorities and an exceptional degree of problem-solving ability.

#### **Main duties and responsibilities:**

- To be the organisation's expert in the area of Technology Enhanced Lives. To lead on the culture change, embedding change and monitoring to ensure the service achieves the expected benefits.
- An understanding and insight into how care technology is being used to better support individuals and ability to bring the latest innovative developments into action in Kent to establish the council as the UK's leading and most cutting-edge local authority in this field.
- Line management of a team of Technology Enhanced Lives Coordinators, each with a long-term professional background and expertise in social work practice.

- Working collaboratively with the Technology Enhanced Lives partner to implement the service and monitor the contract and delivery against KPIs. Rigorously track and report usage, uptake and savings associated with care technologies. Ensuring that the impact and benefits from the service are measured and reported. Demonstrating how care technologies have led to demand reduction and created significant savings within the organisation. And ensure the Technology Enhanced Lives service is delivering a quality and sustainable service.
- Ability to think critically and analytically to provide clarity of vision to others, make complex decisions and recommendations and influence the development and implementation of strategies for positive change.
- To achieve a high degree of confidence and buy-in from Members, DMT and SMT and the adult social care workforce.
- Establish and develop key working relationships and networks at senior levels across our system partners in order to drive the use of care technology across the system. And ensure effective communication and engagement across the system to raise the profile of Technology Enhanced Lives.
- Working with the Technology Enhanced Lives Partner, seek out opportunities to further develop the service and introduce new innovations.
- Management and accountability for the Technology Enhanced Lives budget, evidencing significant levels of savings through the extensive use of care technology as an effective alternative to more traditional forms of care and support.
- Deliver and embed the required culture change in ACS to ensure care technologies are considered at the first stage of assessment and well embedded in social work practice. Ensure there is effective tracking in levels of care technology prescribing across county and intervene early and effectively to address any gaps / shortfalls.
- Drive the shift towards data-led practice through harnessing the power and potential of data gathered through use of care technologies and embed a more proactive and preventative approach to supporting people and their wellbeing / independence.
- Working collaboratively, respond to any issues that may arise within the service, bringing in other council staff as needed.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

# Kent County Council

## Person Specification: *Technology Enhanced Lives Growth and Innovations Manager*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• A relevant graduate or post graduate qualification (i.e. related to leadership, social policy, technology, digital care and/or public services).</li> <li>• Accreditation with a relevant professional body or Chartered Institute or to be at an advanced stage of prequalification.</li> <li>• Diploma in Leadership, an equivalent leadership qualification or demonstrable leadership experience</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working effectively within social care or health with people who draw on care and support.</li> <li>• Experience to develop and maintain effective professional working relationships and networks within the Council, with partners &amp; the community.</li> <li>• Experience in leading significant system change programmes across health and social care with a large amount of experience at a senior level evidenced with significant levels of success, recognition and benefit realisation.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Wide-ranging technical knowhow and understanding of digital care technology and its application.</li> <li>• High degree of problem-solving ability.</li> <li>• Strong sense of initiative and ability to lead and deliver significant change programmes.</li> <li>• Abilities in leading and directing teams and professionals across the health and social care system to deliver substantial levels of change and transformation that have created significant positive impacts on local populations.</li> <li>• Extremely confident and persuasive communicator (in person and in writing) with senior colleagues and partners.</li> <li>• Strong proven financial awareness and commercial acumen, sufficient to enable robust financial management, identification of appropriate priorities and funding assignment.</li> <li>• Exceptional leadership skills, highly proven abilities to create a high-performance culture amongst complex multi-disciplinary teams. Developing skills and expertise of direct reports and bringing together diverse capabilities to achieve common goals.</li> <li>• Exceptional information governance knowledge and demonstrable experience of its application. Able to confidently work with large amounts of highly sensitive datasets and put in place appropriate controls and protections to secure its use.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge and insight into the care technology sector and supplier landscape.</li> <li>• Knowledge of priorities for Adult Social Care and Health.</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge and understanding of Social Care legislation including the Care Act, Mental Capacity Act and Safeguarding.</li> <li>• Deep and broad understanding of national policy, best practice, guidelines and legislation and ability to independently translate all this for the benefit of Kent.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>

# Organisational Responsibilities

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

## Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

## Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

## Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery

- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

### **Managing Change**

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.