

Kent County Council

Job Description: *Technology Enhanced Lives Service Co-ordinator*

Directorate	Adult Social Care and Health
Unit/Section	Innovation Delivery Team
Grade	KR10
Responsible to	Senior Project Manager

Job Purpose

As part of the implementation of the Technology Enhanced Lives Service under KCC's 'Making a difference every day' Adult Social Care strategy, this role will enable the Directorate workforce to embed a technology-focused approach in practice. The role will work with people, Adult Social Care practitioners and partners to improve people's knowledge and confidence in using technology to meet people's care and support needs. The Technology Enhanced Lives Service Co-ordinator role will be crucial in ensuring the objectives and benefits detailed in the Business Case for the Technology Enhanced Lives Service are realised.

Accountabilities

1. Coordinate and lead learning networks across Adult Social Care and its partners to improve understanding and awareness of technology, promote its usage and ensure that a person-centred approach is consistently taken. The Co-ordinator will empower individuals and communities to utilise technology to enable increased independence, choice and control. The role will deliver effective horizon scanning to provide assurance that we are continuously facilitating effective discussions about the use of technology in delivering people's care and support.
2. Make recommendations to social care teams in the use of assistive technology and communication devices to provide individuals with a person-centred, strengths-based approach to their care delivery, supporting them to manage their own wellbeing. The Co-ordinator will support teams to consider technology at all stages of care pathways and ensure a technology-focused approach is embedded in social care practice; they will attend team meetings and host demonstration sessions to do this. They will coach teams during the completion of initial contacts, care needs assessments, risk assessments, and care plans to consider technological alternatives to supporting care. Additionally, they promote learning and upskilling around the use of technology within teams so that they become self-sustaining.
3. Work with internal and external stakeholders to design and establish appropriate metrics and recording mechanisms which enable a continuous improvement approach in the Technology Enhanced Lives Service. They will support teams to record information relating appropriately and support the interpretation of data analytics and subsequent adaptations to practice to embed Technology Enhanced Lives.

<p>4. Provide advice, expertise and insight to drive excellence in the Technology Enhanced Lives Service contract, work in partnership with the provider and support the contract manager to hold the provider to account for delivery against the service specification. They will collate local insights from their engagement with the Adult Social Care workforce to ensure the service is achieving the right impact for all stakeholders.</p>
<p>5. Proactively research existing and developing technologies that could benefit people drawing on care and support from Adult Social Care and could benefit people using partner services such as Children's, Health and provider partners in the future. Maintain an understanding of the Care Technology market and how new technologies can be leveraged to support the development of new pathways including private payment; be involved in the trialling and reviewing of new technology solutions to understand the benefits of new products on the market. Create and develop networks to explore new avenues where assistive technologies can innovate health and social care, promote the use of technologies and share success stories in Kent.</p>
<p>6. Facilitate and promote a co-production approach across all aspects of the Technology Enhanced Lives Service, ensuring that the voices of people with lived experience are heard at every level and the service is agile and adaptive to their requirements. Identify where benefits and successes have been achieved as a result of Technology Enhanced Lives and share success stories to promote the benefits of the service. They will work with the Stakeholder Engagement team to support regular communications relating to the use of technology such as case studies, videos and promoting opportunities for co-production.</p>
<p>7. Be constantly forward-thinking and horizon-scanning to consider new ways to innovate through the use of technology across the whole of Adult Social Care and Health to bring together the priorities of Kent County Council and its key partners, and improve service delivery, sharing knowledge through existing and created forums. Proactively identify opportunities to work in partnership, build and maintain key strategic relationships and promote the Technology Enhanced Lives Service across the Kent health and care system to maximise its reach; this will include working in partnership with Digital Kent to help people access digital infrastructure and training which improves their digital skills and confidence.</p>
<p>8. Ensure the service at all times is personalised to the needs of the people it supports; support practitioners to incorporating personalised technology within someone's care and support package and support them to feel confident in managing conversations about technology with people drawing on support from the service. Be aware of risk management and escalation routes, and be confident in managing and escalating risk as needed to promote the safety and security of people using the service as well as Care Act compliance.</p>
<p>9. Support the design and management of key business processes relating to the Technology Enhanced Lives Service, including processes relating to effective budget management and technology spend. Ensure that processes are aligned to the objectives of the 'Making a difference every day' and 'Framing Kent's Future' strategies and work effectively with the structure of the Adult Social Care Locality Operating Model.</p>

10. Provide leadership and guidance to Technology Enhanced Lives Officers, oversee their day-to-day work and ensure activity is directly aligned to the delivery of the objectives and realisation of benefits associated to the Technology Enhanced Lives Service. Provide clinical supervision and oversight to Technology Enhanced Lives Officers as needed. Where required, support other technology and digital projects which contribute towards Adult Social Care's digital objectives; this may include projects which trial new approaches. The Technology Enhanced Lives Service Coordinator will contribute their subject matter expertise to these projects to support bidding for funding, implementation and co-designing benefits realisation activities.

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.

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Person Specification: *Technology Enhanced Lives Service Co-ordinator*

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
Qualifications	NVQ Level 4 in Health and Social Care or equivalent qualification Kent Manager (or willingness to work towards achieving Kent Manager)
Experience	Experience researching and trialling assistive and communicative technologies. Experience of strategy development and delivery. Proven experience of facilitating and leading co-production activities across Adult Social Care and Health. Experience working with senior managers to support decision-making.
	Promoting continuous improvement/ strategic service leadership?
Skills and Abilities	Ability to establish strong positive relationships across the organisation including a relationship of both personal and professional credibility and trust with senior managers. Ability to think strategically and conceptually and be able to apply such thinking to practical outcomes. Ability to take strategic oversight of the service and identify whether the offer is achieving objectives/ make suggestions to achieve improvements as needed Ability to influence and negotiate to ensure that the best interests of the person drawing on care and support are met. Change – ensure the person is involved in every discussion and decision relating to their care and support
Knowledge	Knowledge of existing assistive technologies to support Adult Social Care and Health. Knowledge of the market Knowledge of priorities for Adult Social Care and Health including Making a difference every day strategy; knowledge of how the role contributes to delivery of priorities Excellent understanding of the Care Act and Mental Capacity Act
Kent Values and Cultural Attributes	Kent Values: <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer challenge We are curious to innovate and improve We are compassionate, understanding and respectful to all We are strong together by sharing knowledge We are all responsible for the difference we make <p>Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that</p>

	<p>are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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