

## Kent County Council

### Job Description: *Technology Enhanced Lives Officer*

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Innovation and Partnership Team, Adults &amp; Social Care Directorate</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Technology Enhanced Lives Controller</b>

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

The Technology Enhanced Lives Service is critical to the Authority's vision for the 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.

Technology Enhanced Lives Officers will have up to date and specific knowledge of technologies which can help to meet people's care and support needs and play a key role in Locality Teams to champion and increase awareness and accessibility to digital technology.

The promotion of the Technology Enhanced Lives Service will be extended to the residents of Kent, partners such as Health, Care Providers and wider community agencies. The person will be flexible in approach and use strong interpersonal skills to ensure maximum engagement.

A key outcome of the role will be to embed a technology-first culture resulting in increased demand in the use of the Technology Enhanced Lives Service to support independent living.

The post holder will provide support to the Technology Enhanced Lives Coordinator and will work aligned to their geographical area of responsibility in East Kent.

In their area of responsibility, they will work with the Technology Enhanced Lives Service Coordinator to embed the use of technology in Adult Social Care practice and will support the Coordinator to drive referrals, work with our provider partner, drive continuous service improvement and develop effective working relationships with Locality Teams.

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

- Identifying and recommending innovations in using technology to support people with living their lives independently. This will include supporting staff with thinking differently about using technology to support people who draw on care and support and carers, taking a strength based, person-centred and positive risk approach. Ensuring that technology is considered first throughout assessment and reviews, and constantly seeking ways to embed technology in Adult Social Care practice.
- Provide information and support to people who draw on care and support on digital technologies, exploring options and help put them in place.
- To monitor data dashboards for people using technologies (individual level) to track and identify patterns, flag and take appropriate actions.
- Build local partnerships to raise awareness of the Technology Enhanced Lives Service and identify opportunities for collaboration. This will include working with

people who draw on care and support to see what works well and areas for development and will also include developing relationships with external partners and agencies where appropriate. Create and develop networks to explore new avenues where assistive technologies can innovate health and social care and promote the use of technologies.

- The post holder will need to be able to move around the county flexibly and should expect to spend time in offices with locality teams.
- Work with Technology Coordinators, Adult Social Care Managers and the Technology Enhanced Lives provider partner to evaluate and explore innovative and new ideas, facilitating testing and implementation as required.
- Prepare and deliver Technology Enhanced Lives briefings, presentations and demonstrations to the Locality Team, partners such as Health and wider community agencies.
- Identify any risks to people who draw on care and support and then take necessary steps to minimise these or refer to the appropriate person/agency as appropriate.
- To be aware and promote digital inclusion activities within the Council to ensure the residents of Kent are not prevented from enjoying the benefits of Technology Enhanced Lives due to digital exclusion.
- Take an active role in research and horizon scanning to keep informed with national and local best practice.
- Working with our Technology Enhanced Lives provider/s to undertake local troubleshooting and offering practical advice. Monitor usage and follow up where it appears devices are not being utilised to see if additional support is required or if no longer required and to be returned.

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 Officer*

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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>• Educated to GCSE level or equivalent, demonstrating numeracy and literacy</li><li>• Level 2 (working towards Level 3) Diploma in Health and Social Care or demonstration of equivalent experience/ knowledge</li><li>• A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Proven experience of working effectively within social care or health/ with people who draw on care and support</li><li>• Proven ability to develop and maintain effective professional working relationships and networks within the Council, with partners and the community</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to establish strong positive relationships</li><li>• Ability to think conceptually and be able to apply such thinking to practical outcomes</li><li>• Ability to prepare and present information</li><li>• Ability to analyse and interpret data and determine appropriate actions</li><li>• Ability to advise and influence in a professional and effective manner</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Awareness of technology and application in Adult Social Care</li><li>• Knowledge of priorities for Adult Social Care and Health</li><li>• Knowledge and understanding of Social Care legislation including the Care Act, Mental Capacity Act and Safeguarding</li></ul>

**KENT VALUES AND  
CULTURAL  
ATTRIBUTES**

**Kent Values:**

- 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

Our values enable us to build a culture that is:

**Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

**Curious** - constantly learning and evolving

**Compassionate and Inclusive** - compassionate, understanding and respectful to all

**Working Together** - building and delivering for the best interests of Kent

**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making