**Job Description and Person Specification**

**POST TITLE: Technology Enabled Care Coordinator**

**DURATION:** Permanent, subject to an initial 6 months probationary period

**HOURS OF WORK:** 35 hours per week, to be worked in accordance with DVVA Conditions of Service

**SALARY:** Grade 4: £25,979 - £28,866

**Purpose of the Post**

The innovative use of technology can support people to manage their health and improve their health outcomes in a convenient, accessible and cost-effective way. The successful candidate will be passionate about increasing awareness and accessibility of digital solutions and technologies to support independent living. They will have an up to date and good knowledge of technology enabled care resources, well-developed communication skills, experience of project management and community engagement.

The Technology Enabled Care Coordinator will proactively engage with and provide information, advice and support to communities to use telehealth and telecare options, and work with partners to implement technology enabled care services, working towards ensuring equal opportunities for all.

The Technology Enabled Care Coordinator will deliver a contract agreed between Dundee Health and Social Care Partnership (DHSCP) and DVVA, and progress the work programme of Technology Enabled Care in Dundee.

**MAIN WORKING CONTACTS**

* Colleagues in DVVA
* Managers, staff and clinicians in DHSCP
* Third Sector colleagues delivering health and social care related services
* Digital leads in telehealth, telecare and Scottish Government agencies.
* Colleagues in other local authority areas promoting telehealth and telecare, including Angus, Perth & Kinross, Falkirk and Forth Valley
* Local industry and academia through BioDundee.

**MAIN Duties**

Research & Information

* Attend events and monitor relevant information sources to keep up to date with developments in telehealth and telecare
* Identify contacts in the DHSCP and the Third Sector and distribute relevant information to them on Technology Enabled Care developments and innovations
* Respond to enquiries from DHSCP and Third Sector colleagues

Engagement

* Proactively engage with communities to assess their willingness to use technology enabled care and healthcare solutions, and work collaboratively to overcome barriers to engagement
* Educate communities about initiatives such as NHS Near Me, Connect Me (Inhealthcare) and telecare options, and gather feedback
* Create accessible communication resources in order to promote the use and understating of technology enabled care
* Use resources such as the NHS Tayside Digital Strategy, Public Health Scotland Digital Strategy and the DHSCP Strategic Plan to ensure that engagement exercises are effective
* Contribute to updating the Smart Health & Care Strategy and others, representing the views and priorities of communities and Third Sector groups.
* Create reports for decision makers in the DHSCP

Tests of Change

* Initiate, support and participate in evidence-based and needs-led tests of change to identify the value of digital health and care initiatives

Events

* Attend and contribute to events and networking opportunities, including the Digital Office ‘Meet the Suppliers’ event
* Organise and attend events offering the opportunity to demonstrate aspects of technology enabled care
* Give presentations at conferences, DHSCP/Third Sector staff meetings and other events

Governance and Reporting

* Meet DHSCP commissioning colleagues regularly to report on progress, including completing any monitoring templates that may be requested
* Attend relevant strategic planning groups as required
* Provide reports on activity to DVVA Management
* Work with colleagues to ensure the most effective use of project budget

Be accountable, and contribute to the work of DVVA

* Make effective use of Microsoft Office 365 and other IT systems provided for recording and communication purposes
* Maintain accurate records of attendances, outputs and outcomes to evidence work undertaken
* Actively and constructively participate in team meetings, support & supervision meetings and all staff initiatives
* Contribute to DVVA initiatives

Line-management

* Provide line-management support to staff assigned to the Technology Enabled Care area of work, including the Digi Dundee project, and ensure best practise on volunteering involvement. In particular, the Technology Enabled Care Coordinator manages the part-time role of Digi Dundee Engagement Worker.

**General Duties**

* Demonstrate commitment to the work of DVVA and promote team working
* Work in accordance with DVVA’s policies and procedures
* Demonstrate commitment to the work of the Third Sector Interface and promote partnership working
* Identify any areas of risk and advise on improvements
* Undertake personal and professional development as required by the role.
* Flexible working which may include evening and occasional weekend work

The job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties as it is recognised that jobs change over time. Should the duties change radically then the post and grading will be reviewed.

# CONDITIONS OF SERVICE

* These are set out in the organisation’s staff handbook.
* All staff meeting the qualifying criteria may join a defined contribution pension scheme provided by TPT Retirement Solutions.
* The organisation has an equal opportunities policy and seeks to be an equal opportunities employer.

**ANNUAL LEAVE:** 21 days per annum on appointment increasing each year by 1 day to a maximum of 25 days, plus 6 public holidays, plus 5 days Christmas closedown. Pro-rata for part-time staff.

**LOCATION:** Our main office is based in Dundee city centre and we also have community hubs in Lochee and Whitfield. There may be the opportunity for hybrid working depending on role and duties.

**TRAINING:** Staff may make application to pursue appropriate training.

**JOB DESCRIPTIONS** are reviewed from time to time.

**Person Specification**

**Technology Enabled Care Coordinator**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Professional/Educational Qualifications |  |  |
| Qualified to degree level or equivalent or successful track record of working with communities. | Yes |  |
| Technology Enabled Care certification |  | Yes |
| **Knowledge and Experience** |  |  |
| Structure of health and social care locally and nationally | Yes |  |
| Understanding of the role of the Third Sector in health and social care and, in particular, around TEC priorities | Yes |  |
| Telehealth and telecare | Yes |  |
| Proven ability to develop and maintain effective professional working relationships with partners and the community | Yes |  |
| Project management and delivery | Yes |  |
| Partnership working | Yes |  |
| Health inequalities and digital inclusion | Yes |  |
| Community engagement and development | Yes |  |
| Personal outcomes and strength-based approach | Yes |  |
| Co-design and co-production |  | Yes |
| Develop and deliver training |  | Yes |
| Managing people |  | Yes |
| Managing community-based/ volunteer-led projects |  | Yes |
| Knowledge, experience and understanding of undertaking research |  | Yes |
| Skills and abilities |  |  |
| Ability to communicate accurately and appropriately | Yes |  |
| Excellent organisational skills with the ability to handle multiple tasks simultaneously | Yes |  |
| Excellent written and verbal communication skills. | Yes |  |
| Strong interpersonal and teamwork skills | Yes |  |
| Innovation and creative problem solving | Yes |  |
| IT skills, including in the use of Microsoft Office | Yes |  |
| Social media and understanding of the use of IT in communications | Yes |  |
| Video making |  | Yes |
| Strong leadership skills |  | Yes |
| Ability to influence stakeholders in a professional and effective manner. |  | Yes |
| Personal Qualities |  |  |
| Self-motivated and enthusiastic | Yes |  |
| Able to establish confidence, trust and credibility | Yes |  |
| Passionate about new initiatives | Yes |  |
| Flexible approach and reliable in meeting deadlines | Yes |  |
| Strong sense of ethics | Yes |  |
| Additional Job-Related requirements |  |  |
| Basic Disclosure check | Yes |  |
| Flexible working which may include evening and occasional weekend work | Yes |  |