

# Job Profile

Position Details	
Post	Digital Care Service Manager
Service Area	Adults and Health / Digital Care
Reports to	Head of Service
Grade	PO7
Job Family	To be completed by HR

Role Purpose
<ol style="list-style-type: none"> <li>1. To support and advise on the development of the new digital care delivery model.</li> <li>2. To implement the new digital care delivery model.</li> <li>3. To lead on the service improvement activity required for the Digital Care Service to ensure that an effective, safe and value for money service is in place, developing the improvement plan and ensuring successful delivery through effective change management.</li> <li>4. To ensure delivery of an effective Digital Care Service to vulnerable and disabled residents that is technically up to date, commercially driven and maximises the benefits, which can be achieved by Assistive Technology even through a period of change.</li> <li>5. To develop effective relationships with key stakeholders and to ensure that the role and benefits of the service in delivering improved outcomes are understood.</li> <li>6. To manage the budget and generate income, ensuring that effective financial management systems are in place in line with Council financial regulations, covering income generation and recovery, service charges and expenditure to ensure that a sustainable delivery model is in place.</li> </ol>

## Main Responsibilities

### Digital Care Service Manager in Adult Services

Main Responsibilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties that may be required from time to time.

1. Implementation of the revised Digital Care Delivery Model and all elements to ensure successful implementation, i.e. working effectively with Programme, project management, change management resources effectively.
2. Responsibility for successful implementation of the service improvement plan and continuous improvement activity.
3. Responsible for the end-to-end process of the Digital Care Service, Assessment, Installation, Monitoring and Responding.
4. To ensure that there is an effective and safe 365 day / 24 hour monitoring and responding service in place to meet the needs of service users and stakeholders for all aspects of the service.
5. To have in place an effective performance framework that will track operational performance and risks for intervention and improvement that aligns with TSA standards and Managing the service to being certified for good quality practice by independent assessors.
6. Ensure that all appropriate policies and procedures are in place and maintained to support the delivery of an effective and safe service.
7. Ensure effective procurement and supplier management arrangements are in place that are in accordance with Procurement policies and procedures.
8. Ensure that there are effective business continuity arrangements in place that manages and mitigates risks.
9. To work effectively and proactively with stakeholders and staff, including Social workers and Health Care professionals, building positive working relationships that ensure the service is effective, developing the service as appropriate.
10. To ensure that there is a good understanding of the assistive technology offer and equipment, both internally and externally, and the role it can play in delivering improved outcomes for service users and their carers.
11. Keep abreast of developments in Social and Health care so that can ensure provide a service that aligns with these requirements.
12. Proactively ensure that latest developments within the Assistive Technology market and the role it can play in delivering improved outcomes, particularly in line with the Councils prevention agenda, is incorporated into the service delivery model.
13. To ensure that there is an effective plan in place and smooth transition from analogue to digital prior to the switchover.
14. Ensure that there is a good understanding of safeguarding and our responsibility within the service, including how to report concerns and deal with issues.
15. Provide and ensure that effective line management and responsibilities are in place and managed in accordance with the council's policies and procedures, inc. but not limited to development, absence management and wellbeing, acting as a role model.
16. Develop and promote a culture of learning and development in the service, ensure that effective training and development arrangements are in place.
17. Be responsible for the service budget and ensure that this is managed appropriately and in accordance with the council's financial management practices.
18. Ensure the service is managed in accordance with all appropriate legislative requirements i.l,e Care Act, Data Protection etc

Corporate Generic Responsibilities
<ol style="list-style-type: none"> <li>1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.</li> <li>2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.</li> <li>3. Knowledge and experience of using IT.</li> <li>4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.</li> </ol>

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Extensive experience of successfully managing Digital Care /Assistive Technology / Telecare Services.	E
Understanding and experience of delivering successful outcomes with Assistive Technology.	E
Experience and proven track record or delivering service improvements through effective change management, within Digital Care /Assistive Technology/ Telecare Services.	E
Excellent interpersonal skills and ability to build effective relationships with staff, key partners, stakeholders i.e. Social workers, Health Care professionals and care providers.	E
Evidence of proactive development of up to date knowledge of the range of technology solutions that is available to maximise independence and improved outcomes for individuals.	E
Experience of managing suppliers and building effective relationships.	E
Detailed knowledge and understanding of legislative and contextual framework affecting the work of the Assistive Technology service.	E
Experience of developing and managing performance framework.	E
Extensive experience of successfully managing teams and individuals, particularly in challenging operational and change environment.	E
Experience of taking responsibility for difficult issues and ability to identify, present and implement effective and sustainable solutions.	E
Ability to control allocated budgets	E
Proficiency in the use and understanding of IT and Information Management and data protection legislation.	E
Ability to write clear and accurate reports to Senior Managers, Council committees and wider partnership reports and respond to FOIs.	E
Ability to organise work and prioritise competing demands to meet personal and team deadlines, targets and objectives	E
Willingness and ability to work outside normal office hours where required to meet the needs of the service	E
Experience of providing proactive as well as reactive services.	E
Project Management experience	D

## Main Contacts & Other Information

### Main Contacts:

- Service users and their families and carers
- Service Staff
- Other council Services (inc. social workers, OT's)
- Members
- Healthcare professionals, inc. but not limited to GP's.
- Telecare Service Association
- Suppliers
- Homes for Haringey

### Other Information:

This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.