

Job Description and
Person Specification



Job Description

Job Title	Digital Navigator
Grade	7
Service	Business Systems and Improvement
Reports to	Lindon Layton Best
Location	One Friargate
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

The Digital Navigator role will sit within the Service Improvement team of Coventry City Council Social Care services, supporting the frontline delivery of the council's Digital Transformation agenda. The Digital Navigator role will support Social Work teams, to identify where digital solutions can help those with care and support. This will be done utilising a person-centred approach to assist Social Work and occupational therapy practitioners in developing personalised care plans.

The aim of this support is to find ways to replace traditional forms of social care support with new digital innovations that can help improve and maintain independence and reduce the need for unscheduled healthcare and more intrusive care, whilst helping people to achieve the positive outcomes detailed within their care plans.

- Work with Social Worker teams to ensure teams have the most accurate, timely digital information at their fingertips to provide outstanding care
- Identify opportunities for digital interventions to be implemented within a care setting to reduce need and enable greater independence.
- Test other care technologies based on local needs to further develop an understanding of what works.
Support the development and delivery of key workstreams within the programme;
 - To develop robust links with key programme and directorate stakeholders.
 - To engage with relevant teams to influence and enable the changes required to support the adoption of digital solutions as an alternative to traditional care
 - To deliver agreed outputs and outcomes as outlined in the WM5G partnership agreement . (Need to explain what this is and ITT in full?)
 - To establish and administer a Steering Group consisting of key stakeholders in order to successfully deliver the required change.
 - Undertake a baselining process to understand the digital maturity of the Adult Social Care provider Market.
 - To undertake effective provider engagement and work closely with the Coventry Commissioning Team to promote the use of digital technologies in care settings.
 - To undertake partnership working with external organisations and other departments within the partnership authorities as required.
 - Develop a core offer for social worker practitioners providing information and education and support in removing blockers to the use of digital solutions
 - Providing targeted follow ups with providers who recognise the benefits of digital social care records and falls prevention but require more information about how to purchase them.
 - Collate, analyse and report on data, impact and benefits of technology use in terms of improved outcomes and , cost avoidance and savings identified..
- To report information to relevant partners when required
- To undertake co-production and sharing of best practice with and between providers and social worker practitioners in order to develop and shape the process of digital navigation, utilising existing and newly established forums and networks.
- To establish channels for sharing learning, innovations and best practices for care provision with partners -
- Support partnerships and Strategic teams to ensure a system wide approach to quality improvement is developed.
- Work alongside and actively encourage innovators within the market to come up with solutions to local challenges
- Maintain knowledge and understanding of wider health and social care context, including national/statutory changes in legislation and policy.
- Where external stakeholders are involved and the need for confidentiality is required review how information exchange will occur and put in place processes that maintain confidence.

- Work in partnership with CCC digital inclusion team to ensure digital transformation activity mitigates digital exclusion, and drives innovation to support residents to access digital technologies to improve quality of life.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
WM5G, Warwickshire City Council, Birmingham City Council, Social Care providers, NHSE, West Midlands Care Association, Contractors, Voluntary Sector Organisations	Adult Social Care Business Systems Team, Social Work Teams, ICT, Commissioning Team, Therapy and Equipment Services

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Lindon Layton Best – Digital
Transformation Officer

Person specification

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Knowledge	
Knowledge and understanding of Care Planning to meet identified need against the requirements of the Care Act	
Knowledge and understanding of wider health and social care context, including national/statutory changes in legislation and policy and proactively advise on impact to strategy	
Knowledge of current policy and practice relating to social care, local government	
Knowledge and understanding of statutory requirements and good practice in relation to care planning to best meet identified needs.	
Understanding of care planning for individuals in receipt of support services	
Knowledge of digital technologies (apps/devices/equipment) and how they can be deployed to meet identified needs	
Skills and Abilities	
Highly effective communication with internal and external stakeholders both orally and in writing using tact, diplomacy, and sensitivity.	
Able to analyse current services and processes and identify and implement opportunities to optimise these with a digital focus utilising gap analysis.	
Problem solving skills and ability to respond to sudden unexpected demands in a fast-paced environment.	
Able to identify a strengths-based approach to enabling independence	
Excellent interpersonal skills and the ability to develop, build and maintain effective working relationships with a wide range of staff and third parties.	
Have an understanding of how to identify both budgetary pressures within a social care plan and the means of reducing them	
Ability to communicate effectively with both social care recipients, providers and social worker practitioners	
Ability to work to tight, conflicting schedules and plan and prioritise own and other's workload to meet deadlines	
Ability to explain technical systems and processes to non-technical staff and relate these to core business processes	
Experience	
Experience of working with or in adjacent to an Adult Social Care setting	
Experience of budget management in a social care setting	

Experience of working towards improving independence within or around a care setting
Experience of supporting and embedding change within an organisation
Qualifications
Educated to degree level of equivalent experience
Evidence of ongoing professional experience
Special Requirements

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