

Job Description and Person Specification



Job Description

Job Title	Digital Transformation Officer
Grade	G9
Service	Business Systems and Improvement
Reports to	Louise Ferro
Location	One Friargate
Job Evaluation Code	A5915



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

To lead on the implementation and delivery of the Digital Transformation Fund Programme. On behalf of the ICS, supporting adult social care providers with the adoption and scaling of use of Digital Social Care Records, trialling sensor based falls prevention and detection technology and exploring other care technological innovations to improve outcomes for citizens and service users as well as providers and contributing towards the aims and objectives of the ICS Digital Strategy. The role supports the ICS in driving transformation within the digitising adult social care agenda. The post will cover both Coventry City and Warwickshire County Council localities.

The post-holder will be directly accountable and responsible to the Head of Service Business Systems and Improvement with a matrix working relationship with Local Authority Leads for social care across Coventry and Warwickshire. The postholder will show considerable initiative in identifying process improvements, stakeholder management, identifying the opportunities to increase adoption of digital tools among providers through business analysis, and in championing the innovation and change within the ICB and adult social care sector.

Main Duties & Key Accountabilities

Core Knowledge

- Work in partnership with members of the Integrated Care System to deliver Digital Transformation Fund outputs including the;
 - Adoption of digital social care records (DSCR), also known as digital care plans, to ensure care teams have the most accurate, timely information at their fingertips to provide outstanding care;
 - Roll-out sensor-based falls prevention and detection technologies to support those at risk of falls, reducing the frequency and severity of falls-related injuries and preventing hospital admissions; and
 - 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 by applying effective programme management tools, techniques, and expertise, aimed at achieving delivery of the agreed programme outcomes, including:
- To collaborate, develop and implement common project, programme, and portfolio management standards and associated tools and documentation, including project information systems, governance, benefits-led delivery planning, risk management and project reporting.
- To develop robust links with key programme and directorate stakeholders.
- To engage with relevant teams to identify and articulate the needs, ambition, and vision of a digitally mature organisation and sector.
- To deliver agreed outputs and outcomes as outlined in the one year implementation plan and 3 year strategic plan.
- To develop further implementation plans for years 2 and 3 of the programme.

- To establish and administer a programme Steering Group consisting of key stakeholders in order to successfully deliver the programme. This will comprise of representatives from both local authorities, along with digital/clinical leads from the ICS, working closely with national Digitising Social Care (DiSC) Programme Regional Lead and Benefits Manager to meet DiSC strategic objectives, with a common interest and benefit to ASC digital transformation.
- Undertake a baselining process to understand the digital maturity of the Adult Social Care provider Market.
- Promotion of the Digital Transformation Fund Programme with Adult Social Care Providers across Coventry and Warwickshire. This will include Promotion through established and existing channels, provider forums, conferences and meetings.
- Develop a Communications and Engagement Strategy to promote the Digital Transformation Fund.
- Develop and administer a Grants Application process, including guidance documents, in order to effectively distribute funding to ASC Care Providers across Coventry and Warwickshire.
- To undertake effective provider engagement and work closely with the Commissioning Teams across Coventry and Warwickshire. Exploring the possibility of holding events, open to all CQC registered adult social care providers, to communicate the benefits, expression of interest process and to gauge interest. Engage with suppliers from the Assured Supplier List to provide demonstrations of their products, and support to providers.
- To undertake partnership working with external organisations and other departments within the partnership authorities as required.
- Develop a core offer for providers who are most in need of education around the benefits of the technologies and support in removing blockers and implementing them. This will include providing information to providers about NHSE's approved supplier list and resources.
- 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, both qualitative and quantitative, relating to the Digital Transformation Programme including, uptake of funding, numbers of providers to implement Digital Social Care Records, performance against agreed grant outputs and outcomes, falls data to identify the residents at highest risk of falls, efficacy of falls prevention technology and other care technologies piloted through the programme.
- Monitor that funding has been spent in line with the agreed conditions.
- To contribute to the effective implementation of the ICS Digital Transformation Strategy.
- To report information through the steering group, ICB and NHSE to support the drawing down of further funding throughout the duration of the programme.
- Develop and maintain a Digital Transformation Fund web page on behalf of the ICS in order to brief providers and key stakeholders of opportunities to engage.
- To undertake co-production and sharing of best practice with and between providers in order to develop and shape the programme utilising existing and newly established forums and networks.
- To promote and represent the Coventry and Warwickshire Digital Transformation Programme regionally and nationally as required including contribution and attendance at the Digitising Social Care Meetings hosted by NHSE.

- To establish channels for sharing learning, innovations and best practices for care provision that extend beyond the scopes and time period of this programme.
- Work collaboratively with partnerships ICT and Strategic teams to ensure a system wide approach to quality improvement is developed.
- Link with accelerator ICS bodies to better understand best practices and lessons learned in order to inform a successful implementation of the programme within the Coventry and Warwickshire ICS footprint.
- Work with WM Care Association to ensure effective and joined up communication and delivery of the DTF programme to the ASC provider market with a view to ensuring Data Security and Protection Toolkit (DSPT) compliance.
- Work collaboratively with user researchers, designers, change facilitators, GP implementers, business analyst, technical analyst, project manager, product and content specialists and other colleagues across the organisation.
- 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 and pro-actively advise on impact to strategy.
- 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.
- Effective self-starter able to work on own initiative to tight deadlines where there are often conflicting requirements and requests for support from other parts of the ICS.
- 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

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

Key relationships

External Integrated Care System partners and Board, Social Care providers, NHSE, West Midlands Care Association, Contractors, Voluntary Sector Organisations	Internal Adult Social Care Business Systems Team, ICT, Commissioning Team, Therapy and Equipment Services
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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:

N/A

Person specification

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Knowledge	
Knowledge and understanding of wider health and social care context, including national/statutory changes in legislation and policy and pro-actively advise on impact to strategy.	
Knowledge of the Digitising Social Care Agenda.	
Knowledge of Social Care Information Systems.	
Knowledge of current policy and practice relating to social care, local government and partnership working.	
Knowledge and understanding of statutory requirements and good practice in relation to best value and performance management.	
Skills and Abilities	
Highly effective communication with internal and external stakeholders both orally and in writing using tact, diplomacy, and sensitivity.	
Track record of being results and delivery focussed, demonstrating use of programme management tools, techniques and approaches.	
Able to analyse current services and processes and identify and implement opportunities to optimise these with a digital focus utilising gap Analysis.	
Has the ability to understand the difference between provider needs and the desires of the provider.	
Problem solving skills and ability to respond to sudden unexpected demands in a fast-paced environment.	
Ability to ensure projects, services and initiatives are delivered on time, to quality standards and in a cost effective manner, adjusting plans as Required.	
Ability to analyse and interpret complex data.	
Ability to write reports regarding complex issues.	
Excellent communication skills including the ability to communicate clearly and concisely both orally and in writing and to make presentations to groups of all levels.	
Excellent interpersonal skills and the ability to develop, build and maintain effective working relationships with a wide range of staff and third parties.	
Excellent negotiation and influencing skills.	
Ability to explain technical systems and processes to non-technical staff and relate these to core business processes.	
Ability to work to tight, conflicting schedules and plan and prioritise own and other's workload to meet deadlines.	

Experience
Demonstrable experience and expertise in delivery of benefit realisation.
Experience of administering grants processes.
Experience of successful working in a performance management or programme management environment.
Experience of working in a matrix management environment.
Experience of co-production including facilitating stakeholder groups.
Experience of working in a commissioning environment with a social care provider market.
Experience of delivering excellent service to a wide range of stakeholders (e.g., Elected Members, suppliers, customers).
Qualifications
Educated to Degree level or equivalent experience.
Evidence of continuing professional development.
Project or Programme Management Qualification.
Special Requirements
Able to travel across various sites with Coventry and Warwickshire when required.

Date Created	01.11.22	Date Reviewed	
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