

Job Description: Digital Support Project Officer

Salary per annum: £25,692

Contract for 6 months

Purpose of the Job:

To work with care providers to help managers and care staff develop their digital skills. Delivering a digital training package (face to face and virtual) to help staff improve their confidence with using different digital solutions – tablets, smart phones, which will help care providers deliver quality care, enhance the way they work with health and care system and improve the quality of lives for the people that are supported by these services.

Main duties and responsibilities:

1. Deploy tablet devices to care homes and deliver basic training sessions on how the tablet is used by staff to access emails, communicate using MS Teams and use digital solutions securely. The post holder will deliver a training programme that ensure all care providers receive the same level of training.
2. Work with care providers to promote the benefits of virtual consultations with the health and social care system. Train staff on the best practice for virtual consultations.
3. Provide ongoing support to care providers to help them apply and sustain their digital learning, where required. Deliver further bespoke training to ensure care providers are confident with using digital solutions. Develop and in partnership deliver webinars and recorded training sessions that will help care providers continue to develop their digital skills.
4. Collate baseline data to help evaluate the effectiveness of the project and produce case studies to share good practice and demonstrate to other care providers the benefits of using digital solutions.
5. Work with the Project Manager to develop and deliver an effective communications strategy and communication action plan to ensure all the right people are engaged with the project.
6. Work with care providers to understand their digital challenges and tailor the support accordingly. Where challenges are unable to be addressed through support, escalate to the Project Manager.
7. Work with partners across Health, Social Care and Skills for Care to implement this project.

8. Work with care providers to ensure the digital learning is sustained and that there is a digital framework to help care providers once the project ends.
9. Promote to care providers the support that is place across the Health and Social care system: Ensure non-member providers are aware of benefits of joining the Kent Care Association, KiCA.
10. Liaise with the Programme Manager, Project Manager and other partners to report progress and outcomes, share learning and draw support for project objectives.

Footnote:

This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Person Specification

The following outlines the Minimum and Desirable criteria for this post. Applicants who have a disability and who meet the minimum criteria will be short listed.

Applicants should describe in their application how they meet these criteria.

| | MINIMUM |
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| QUALIFICATIONS <i>(if essential)</i> | <ul style="list-style-type: none"> • Proven work experience as a project officer or similar role. • Good level of IT skills |
| EXPERIENCE | <ul style="list-style-type: none"> • Previous experience working in Health and Social care • Experience of working with different partner organisations and agencies • Experience of using IT and digital solutions • Understanding of the challenges facing Health and Social Care • Delivering presentations/training sessions |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> • Excellent written and verbal communications skills required • Ability to manage time effectively, work independently and prioritise own workload • Creative approach to problem solving • Ability to work across a variety of different learning styles • Strong organisation and planning skills • Ability to travel across a wide geographical/international area in a timely and flexible manner at various times of the day • Commitment to equalities and the promotion of diversity in all aspects of working. |

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| | <ul style="list-style-type: none">• Enthusiastic, determined and flexible• Good networking skills |
| PERSONAL QUALITIES | <ul style="list-style-type: none">• Attention to detail• Patience• Self-motivation• Enthusiasm for change• 'Can do' attitude and approach |

Please send your CV and covering letter to louise.faulkner@kica.care

Closing date: Thursday 10th September