Care & Support Digital Technology Officer

Department: Corporate Services and Care & Support	Reports to: Digital Technology Manager Dotted Line Reporting: Care & Support Area Manager

Why	**Main Purpose of the Job:** The **Care & Support Digital Technology Officer** plays a pivotal role in bridging the gap between digital innovation and care delivery. With expertise in both the Care & Support sector and digital technology, the post holder will embed the implementation of the Sona Rostering Time Management system, support the development and rollout of a new Care Planning system, Microsoft 365, and provide first line support and assistance to Outward staff and managers. The role requires a collaborative approach to ensure digital solutions streamline operations and enhance care delivery across the organisation.

What	**Key Accountabilities** **Digital Technology Solution Implementation and Support** - The main responsibility of the role is to help teams across Care & Support Service delivery make the best use of technology in their work. - Collaborate with the Digital Technology team to design and deliver comprehensive guides for digital tools and systems, including Sona and the Care Planning system. - Assess the digital proficiency of staff and create tailored training plans to bridge skill gaps. - Act as the primary point of contact for Care & Support staff seeking support with digital tools, ensuring systems are used effectively to enhance care delivery, record-keeping, and operational efficiency. - Assist in testing and validation processes for technological systems to ensure they meet organisational requirements. - Provide first-line support for technical queries, escalating complex issues to SaaS providers or the Digital Technology Manager as needed. - You will play a crucial part in care delivery by ensuring that the Care Planning system works well, care records are regularly reviewed through on-going assessment, planning, implementation and evaluation. - Your duties will include maintaining the Care Planning system, supporting the C&S Managers in the auditing and reviewing care records. - Handle basic troubleshooting, resolves common systems' problems, and provides guidance to users on using systems. - As part of your role, you will be expected to provide support during the migration to Microsoft 365. **C&S Systems Administration and Development** - Oversee the Digital Inbox, triaging queries, and ensuring timely resolution or escalation. - Support the day-to-day administration of digital software platforms for Care & Support. - Participate in data cleansing, migration to maintain accurate and useful datasets. - Assist in refining system requirement specifications, ensuring alignment with Care & Support needs. - Configure and set up hardware devices (e.g., mobile phones, tablets) for use with digital systems as required for the Care & Support Services. - Attend regular meetings with Newlon IT to address support tickets related to Care and Support services **Documentation and Policies** - Develop and update policies, procedures, and training guides to support the effective use of digital technology systems for Care & Support. - Document recurring issues and create self-help resources, FAQs, and troubleshooting guides for users. **Collaboration and Liaison** - Work closely with the Digital Technology and Care & Support teams to ensure systems meet operational and care delivery needs. - Liaise with SaaS providers to address complex queries and support system enhancements. - Build strong working relationships with C&S managers and staff to promote digital adoption and address challenges proactively. - Undertake any other duties as assigned by the Digital Technology and C&S Area Manager.

Context	**Environment:** • Working across a number of offices and a broad geographical area. • Office hours (Evening and weekends as required) **Scope:** • Collaborate closely with the Digital Technology and Care & Support teams to deliver high-quality digital initiatives for the Care & Support Services. • Contribute to the smooth operation of C&S system development, ensuring alignment with organisational goals and compliance requirements.
Person Specification (E- Essential, D – Desirable)	**Requirements:** **Qualifications:** • Educated to degree level or equivalent in IT, Digital Technology, or a related field (D) • Level 3 Diploma in ICT Systems Support (D) **Experience:** • Proven experience working in a Care & Support environment (E) • Strong background in digital technology, including implementing and supporting software systems (E) • Experience training staff and creating training materials for digital systems (E) • Familiarity with SaaS platforms and system configuration (D) • Experience in data cleansing, migration, and modelling activities (E) **Skills and Knowledge:** • Excellent understanding of care sector requirements, including rostering time-management shifts planning and compliance standards (E) • Strong IT skills, including proficiency in managing software platforms and troubleshooting technical issues (E) • Ability to assess and improve digital proficiency across a diverse workforce (D) • Knowledge of system testing, validation, and ongoing maintenance (E) • Excellent communication and interpersonal skills, with the ability to explain technical concepts to non-technical users (E) **Personal Attributes:** • Highly organised, with the ability to prioritise tasks and manage time effectively (E) • Strong problem-solving skills and a proactive mind-set (E) • Collaborative and adaptable, with a commitment to supporting both technical and care teams (E) • Attention to detail and commitment to maintaining accurate records (E) **Other Requirements:** • Willingness to travel between sites and work flexible hours, including occasional evenings or weekends as required (E) • Understanding of safeguarding responsibilities and commitment to promoting the welfare of vulnerable adults (E) • Knowledge of Equality and Diversity principles and their application in the workplace (D)
	Salary: £32,300.00 pa. **Date JD reviewed: Nov 2024**

Our values

Engaging *We listen to what people say, we involve people, we are honest and open*	We act responsibly We appreciate and respect individuals We are welcoming and inclusive
Enabling *We facilitate, we assist and we support to make things happen*	We are committed, passionate and hard working We support people to make informed choices We build upon excellence
Empowering *We inspire and we encourage, supporting people to take control*	We are flexible and creative We learn, question, challenge and reflect

Safeguarding statement

Outward is committed to safeguarding and promoting the welfare of adults with a learning disability and other people we support who may be deemed vulnerable. Outward expects all staff to share this commitment If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates

Disability Confident

As an employer, who aspire to become Disability Confident Committed, we aim to ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. Please indicate clearly at the beginning of your supporting statement if you have a disability

(as defined by the Equality Act 2010), and you wish to be considered for an Offer Of an Interview (OOI) Please note that the OOI is available to disabled candidates only. Regrettably, any false declaration of disability in order to secure an interview will impact on your overall application