



## **Job Description and Person Specification**

**Post Title:**           **Technology Enabled Care  
Communications Officer**

**Responsible to:**       Manager, Healthcare & Wellbeing Team

### **MAIN WORKING CONTACTS**

- Colleagues in DVVA
- Managers, staff and clinicians in Dundee Health & Social Care Partnership (DHSCP)
- Colleagues in voluntary organisations delivering health and social care related services
- Digital leads in telehealth and level telecare at NHS 24 and other Scottish Government agencies
- Colleagues in other local authority areas promoting telehealth and telecare, including Angus, Perth & Kinross and elsewhere
- Local industry and academia through BioDundee

### **PURPOSE OF THE POST**

- Deliver a contract agreed between DHSCP and DVVA by promoting the use of digital techniques in telehealth & telecare
- Develop and deliver a work plan that will focus on the strategic outcomes outlined in the contract and will be flexible to respond to the priorities as identified by DHSCP
- Deliver on the aspects of the work plan by the planned completion date and report the reasons for any delay as early as possible.

### **KEY DUTIES**

#### **Research & Inform**

- Attend national events and monitor relevant information sources to keep up to date with developments in telehealth and telecare
- Identify contacts in DHSCP and the Third Sector and distribute relevant information to them on Technology Enabled Care (TEC) developments and techniques

- Respond to enquiries from DHSCP and Third Sector colleagues

### **Tests of Change**

- Initiate, support and participate in tests of change to identify the value of digital health and care initiatives

### **Events**

- Share the organisation of the annual Dundee SmartCare Convention, working with colleagues to create the programme and market the event and ensure smooth running on the day
- Organise and attend exhibitions offering the opportunity to demonstrate aspects of technology enabled care
- Give presentations at conferences, DHSCP/Third Sector staff meetings and other events

### **Engagement**

- Working with colleagues, engage with communities to assess their willingness to use technology enabled care and healthcare
- Educate communities about initiatives such as NHS Near Me and Home & Mobile Health Monitoring and gather feedback
- Use resources such as the National Standards for Engagement to ensure that engagement exercises are effective
- Contribute to updating the Smart Health & Care Strategy
- Create reports for decision makers in the Partnership

### **Governance and Reporting**

- Meet DHSCP commissioning colleagues regularly to report on progress, including completing any monitoring templates that may be requested
- Attend relevant strategic planning groups as required
- Provide reports on activity to DVVA Management
- Work with colleagues to ensure the most effective use of project budget

### **Be accountable, and contribute to the work of DVVA**

- Make effective use of Microsoft Teams, Microsoft 365 and other IT systems provided for recording and communication purposes
- Maintain accurate records of attendances, outputs and outcomes to evidence work undertaken
- Actively and constructively participate in team meetings, support & supervision meetings and all staff initiatives
- Contribute to DVVA initiatives

### **GENERAL DUTIES**

- Demonstrate commitment to the work of DVVA and promote team working
- Work in accordance with the organisation's policies and procedures

- Demonstrate commitment to the work of the Third Sector Interface and promote partnership working
- Identify any areas of risk and advise on improvements
- Contribute to quality assurance, which will ensure compliance with existing quality systems such as EFQM and the Good Governance Award
- Undertake personal and professional development as required by the role.

## **OTHER DUTIES**

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

## **CONDITIONS OF SERVICE**

- These are set out in the organisation's staff handbook.
- All staff meeting the qualifying criteria may join a defined contribution pension scheme provided by TPT Retirement Solutions.
- The organisation has an equal opportunities policy and seeks to be an equal opportunities employer.

**SALARY:** £25,470 - £28,300 pro rata (based on a FTE of 35 hours)

**CONTRACT:** This is a permanent post, subject to continuing funding

**HOURS OF WORK:** 17.5 hours per week, pattern of work to be agreed at appointment

**ANNUAL LEAVE:** Staff members (FTE) with 0-5 years' service will be entitled to 28 days annual leave plus 6 public holidays included in annual leave entitlement: total 34 days. In addition 5 days Christmas closedown. Pro rata.

**TRAINING:** Staff may make application to pursue appropriate training

**JOB DESCRIPTIONS** are reviewed from time to time

## Person Specification: Technology Enabled Care Communications Officer

This specification sets out the required essential and desirable attributes expected of the successful post holder.

<b>ATTRIBUTE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Professional/educational qualifications	Relevant qualification or significant relevant practical experience	Completed training courses in one or more <ul style="list-style-type: none"> <li>• public relations</li> <li>• social media</li> <li>• delivering training</li> <li>• video making</li> <li>• publications layout</li> </ul>
Knowledge	Structure of health and social care sector locally and nationally  Broad understanding of the use of IT in communications	Co-design and co-production Digital healthcare Understanding of role of Third Sector in health & social care Internet of Things
Experience	Communication and/or training role	Community engagement Care and/or Healthcare Information Technology
Skills/Abilities	Training and explaining Writing blogs and scripts Speaking to groups Gathering information Writing reports	Update websites Use social media effectively Video making and photography Public speaking
Personal Qualities	Excited by new ideas Enthusiastic and persuasive Positive work ethic Committed to ending health inequalities A strong team player Use initiative appropriately Meets deadlines	Available to work flexible hours where necessary, including occasional evenings and weekends