



Job Description

18 months fixed term post

Post Title **Tech Peer Mentor**

Responsibilities To contribute to the planning, design and delivery of specifically tailored multi-agency peer mentor support programmes across the health and social care partnership. Deliver one to one peer mentoring activity that supports partner employees to identify and build on what has worked well in the delivery of digital services during 'lockdown'; to promote continuous improvement and innovation using technology enabled care within health and social care provision.

Main Duties

- At the direction of the Integration Joint Board's Tech First Programme Board to contribute to the planning and delivery of peer mentor support programmes across partner agencies that continuously improve service delivery, build on change and participate in innovative service development.
- Review the introduction of technology enabled care during Covid-19 'lockdown' to identify and build on what has worked well in the delivery of digital services during 'lockdown'
- Ensure the adoption of technology enabled care is maximised across Partnership services that deliver safe, effective, personalised care and support outcomes
- Provide bespoke peer mentor support to a range of health and social care practitioners in public and third sector organisations in relation to technology enabled care where appropriate
- Implement relevant learning and development initiatives and where appropriate lead on specific technological enabled care work streams, ensuring high quality service provision and high levels of adoption by all partners
- Liaise with the Technology Enabled Care Pathfinder Programme lead to develop relationships and to learn from their experience
- Contribute to the continuous development of effective integrated working between all relevant agencies, partners and stakeholders by promoting and developing multi-agency learning and development arrangements and practices

- Liaise with statutory IT and Change teams to address emerging governance issues to ensure progress is not inhibited
- Use performance information to improve the organisation and administration of peer mentor support and liaise with partners' learning and development teams to inform local workforce development plans.
- Maintain an up-to-date knowledge of best practice within areas of responsibility and ensure this is robustly promoted and championed within the service.
- Contribute to the development of multi-agency and single agency policies and procedures across partners as appropriate.
- Maintain good records' management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
- Contribute to reporting on the progress of the peer mentor support programme and key practice and learning themes as required by the line manager, Tec First Programme Board and other boards/committees as required.
- Adhere to the organisation's policies and procedures in relation to the protection of vulnerable people, health and safety of employees at work and of service users and in accordance with equality and diversity policies
- Represent the organisation at appropriate external events and meetings in accordance with the remit and status of the post.

Accountability The post will be accountable to the Board of Directors who is the employer but for all day to day work the post will be accountable to the Chief Executive who will be line manager.

The post holder will also report from time to time to the Chair of the Integration Joint Board's Tec First Programme Board

Hours 35 per week. No overtime will be paid but time in lieu allowed for any hours worked in excess of 35 per week. No more than 10 hours will be accrued as time in lieu without the explicit permission of the line manager.

Location The post is based in Anchor Buildings, 6 Bridge Street, Kirkwall. However, when current circumstances allow, duties will require the post holder to work for period outside the office in other locations in Orkney.

Annual Salary £27,876 inclusive of distant islands allowance and pension allowance.

Pension A contribution towards a personal pension equal to 8% of gross salary will be paid.

Holidays 25 days per year plus 10 public holidays.



Person Specification

Attributes:	Essential Criteria	Desirable
Qualifications	<ul style="list-style-type: none"> • SVQ Level 4 or equivalent in a relevant subject <u>or</u> equivalent demonstrable experience. 	<ul style="list-style-type: none"> • Relevant Degree (SCQF Level 9) or equivalent qualification e.g. Social Work/Nursing/Teaching/Allied Health Professional. • Relevant learning and development qualification(s).
Knowledge & Skills	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Proven negotiating and influencing skills • ICT skills • Working knowledge and operational understanding of the processes, and statutory regulations associated with technology enabled care and home health monitoring. • Working knowledge and understanding of wider self-directed support, technology enabled care, self-management and co-productions agendas. • Ability to work with groups and individuals in a fast-paced work environment providing on the job coaching as required. • Able to convey complex technical information in a straightforward yet sensitive way. • Ability to prioritise a workload and meet deadlines. • Able to contribute to the design and implementation of effective management information systems 	<ul style="list-style-type: none"> • Clear understanding of the role and purpose of the wider Health and Social Care Partnership. • Knowledge of third sector and the issues that affect it • Demonstrate knowledge of relevant performance management and reporting arrangements.

Experience	<ul style="list-style-type: none"> • Contributed to the delivery of a front-line operational service incorporating self-directed support and/or innovative technological approaches to service delivery. • Facilitated training/coaching/peer support • Engaged effectively and worked collaboratively with others within a multi-agency setting • Collated and reported statistical information relating to service delivery. • Used Microsoft Office, specifically Outlook Word, Excel and PowerPoint. 	<ul style="list-style-type: none"> • Delivered on self-directed approaches or technology enabled care in practice and achieving positive outcomes for the people we serve. • Reported statistical information related to learning and development outcomes. • Worked with vulnerable adults, children and young people in a social care/ health/education or related setting. • Developed learning and development programmes and materials.
Disposition	<ul style="list-style-type: none"> • Able to work as part of a team • Able to act in a lone worker capacity in different locations • Able to motivate others • Able to manage competing demands/priorities • Able to work under pressure and meet deadlines • Able to handle sensitive and confidential information 	