# The Health and Social Care Alliance Scotland (the ALLIANCE)

## Job Description

Job title -  Digital Network Officer

Reporting to – Digital Health and Care National Lead

The Digital Network Officer role will sit within the strategic aims and outcomes of the ALLIANCE. This includes an emphasis on the voice of lived experience, person centredness and human rights. The ALLIANCE is working with an increased role across a broad spectrum of health and social care policy areas and strategies including - realistic medicine, health and social care integration, national clinical strategy, dementia strategy, the health and social care delivery plan, Remobilise, Recover, Redesign, digital health and care strategy, public health priorities and the implementation of recommendations from the Independent Review.

The role will be key in co-production of these strategies and supporting the delivery of the organisation’s outcomes.

## Strategic Outcomes of the ALLIANCE

* Innovation and transformational change across health and social care, driven by person centred and rights based approaches and the principles of co-production and self management.
* Policy and practice shaped by disabled people, people with long term conditions and unpaid carers, regardless of race, gender, sexual orientation, disability, age, religion, or any other status.
* Person centred approaches and third sector involvement within the planning and delivery of health, social care, and integrated services.

## Purpose of this Role

To manage, recruit to, and develop the Digital Citizen Panel to ensure people are at the heart of digital service design, delivery and improvement. The Digital Citizen Panel supports the work of the Digital Citizen Delivery Board by ensuring that people living in Scotland are able to influence the development of digital health and care services and apps based on their lived personal experiences. The Digital Citizen Panel sits within the ALLIANCE Digital Health and Care Programme and will be part of the Development Team.

**Key Responsibilities**

* Lead in exploring and scoping where and how to focus efforts to optimise citizen engagement relating to the development and delivery of digital health and care solutions.
* Identify best practice in citizen engagement, including innovative methodologies, which consider language, cultural and other barriers to effective engagement. Ascertain perspectives and voices currently absent from the engagement process and establish ways of hearing from them.
* Lead in planning and delivering a range of conversations, supported by various other interactive engagement mechanisms such as surveys. Give consideration in supporting the participation from people who are seldom heard from, encouraging creative approaches, and ensuring communication and accessibility support is available.
* Work in partnership with a range of key stakeholders and partners that specialise in digital health and social care service delivery to develop a series of learning exchange opportunities that will share good practice and identify areas of good practice around accessing digital services.
* Liaise and create strong working relationships with external partners to ensure citizen engagement is embedded in service design, delivery, and improvement, working closely with the digital and development team.
* Map Digital Citizen Panel recruitment and activity, identifying gaps for development and improvement- ensuring reflection and evaluation measurements can be recorded.
* Support development work across the ALLIANCE and the embedding of digital considerations across ALLIANCE programmes.
* Develop research and consultation activities
* Support the production of high-quality information including blogs, bulletins and reports to spread knowledge of good practice, partnership working and resources.
* Demonstrate the impact of the Digital Citizen Panel through evidence gathering for evaluation

## Terms and Conditions

The post is a permanent contract. It is full time, 35 hours a week, and based in Glasgow. The post holder will be required to adopt a flexible approach to working hours as travel throughout Scotland / occasional additional hours will be required. However, this will be reimbursed through the organisation’s Time off in Lieu scheme.

## Person Specification

## Essential

* Excellent interpersonal skills
* Excellent communication skills
* An understanding of asset based approaches and of the involvement of people with lived experience
* A strong, evidenced understanding digital healthcare
* Strong, evidenced experience of developing resources and facilitating accessible training
* The ability to facilitate open, exploratory discussions
* Experience of partnership working
* An understanding of social research methods and evaluation principles and approaches
* Ability to work effectively as part of a team and on own initiative
* IT skills in word processing, spreadsheets, email and the internet
* Experience of developing and contributing to events

## Desirable

* Educated to degree level equivalent or experience in the field
* Understanding of health and social care integration in Scotland
* Understanding of co-production
* An interest in human rights and human rights based approach
* Experience of working in relevant statutory sector roles or in partnership with statutory sector personnel
* Experience of working with membership organisations
* Experience of developing materials for non-expert audiences
* Experience of using social research methods including an understanding of ethical considerations