# **The Health and Social Care Alliance Scotland**

## **Job Description**

**Job Title: Service Designer**

**Employer: The Health and Social Care Alliance Scotland (the ALLIANCE)**

**Reporting to: Digital Assistant Director**

**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 Role

To undertake service design within the ALISS programme, specifically those innovations proposed by the UKRI/Innovate UK project – Democratising Access to Community Services via ALISS (DACS).

**The post holder will:**

* Interpret user research and incorporate it into plans for the technical development of ALISS.
* Design the users' end-to-end journey within ALISS
* Prototype solutions with a view to testing them with users.
* Contribute to the design of the various aspects of the DACS project:
	+ Enhanced functionality of ALISS
	+ Intelligent aggregation of information into ALISS
	+ Personalisation of user experience
	+ Integration with social prescribing
	+ Reaching people using voice activation
* Work in partnership with the third, private and public sectors including the NHS and Scottish Government
* Distil stakeholders’ constraints into digestible components for colleagues in the ALISS team and the DACS project partners.
* Take responsibility for high-level service concepts and strategies, detailed delivery through to implementation
* Attend meetings and briefings with internal and external partners
* Understand social media best practices

**Data Protection**

In line with national legislation, and organisational policy, you will ensure that all data is processed in a fair, lawful and transparent way, for the specific registered purpose and will not allow data to be disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

## **Terms and Conditions**

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

**Person specification**

* Experience of working in an agile fashion, including an awareness of agile tools.
* Excellent communication skills, including the ability to listen to the needs of technical stakeholders and ALISS users, and interpret them in a way that is clear for both audiences.
* Knowledge of how to work collaboratively within a group, actively networking with others and varying feedback for the appropriate time to ensure the discussion sticks.
* Responsive to changes in technology, adapting approach accordingly.
* Ability to absorb large amounts of conflicting information and use it to produce simple designs.
* Ability to identify constraints, challenge their validity if necessary, communicate about these and work within them.
* Can generate multiple solutions to a problem and test them.
* Able to think strategically about their work.
* Ability to collaborate with user researchers and can represent users internally.