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Description automatically generatedJob and Person Profile (JPP)**

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| **Job details** | |
| **Job title** | Digital Practice Lead |
| **Job Reference** | 20245 |
| **Grade and Salary** | 6 - £40,777 per annum (pro rata for part time)  This role includes performance related pay progression |
| **Service and Team** | Adult Social Care, Digital Care Team |
| **Location** | West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU – Hybrid |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (eg a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Hybrid working options, including some home working* * *Working from different Council buildings* * *Working adjusted core hours (eg starting later and finishing later or other patterns)* |

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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

This post will take the lead on behalf of Adult Social Care (ASC) for implementing, embedding, and supporting digital practice and culture, with a focus on supporting the workforce and wider stakeholders on this journey.

You will be expected to be forward thinking, passionate about change, digital, and technology, and look to support people to meet their needs in the most creative and flexible way with an aim to achieve the best outcomes.

You will understand the strategic drivers behind digital practice and culture, both locally and nationally, and be a key link with stakeholders. You will support the workforce in your area as the definitive subject matter expert on digital practice and care, and link in with other stakeholders such as health colleagues, providers and the public to promote our aspirations around digital practice and identify where there are opportunities for us to do more.

As part of the role, you will be responsible for local delivery of our aspirations around digital care, which will be the enabling mechanism and platform for the aspirations we hold around the opportunities with care technologies. You will act as a link between the partnership delivery (Cassius) and the needs of the business at locality and service area level, while also maintaining and managing other digital practice and culture focused work led by business need

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| **About the team** |

You will work across multiple teams including operational and strategic teams and management in your area, as well as aligning to the Digital Care team and Cassius delivery. You will work and report into key stakeholders for digital and transformation programmes and portfolios including (but not limited to) People First, Digital Care, Working Digitally, Independent Lives, Care Market Shaping, and the Social Care Reform Practice group. Working closely with colleagues in other teams including Social Work, IT, procurement, legal, and many others, you will work to develop and deliver our ambitions around better digitally led and capable social work practice.

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| **What you will be expected to deliver in the role** |

* Support the development of digital social work practice and culture, with a view to enabling ACS to provide better outcomes and work in a way which supports this.
* Support the development of the Digital Care programme and the myriad strands that it entails.
* Explore, define, and implement new initiatives and development in digital transformation and change subject matter such as digital adoption, digital transformation, care technology, digital capabilities, ethics, data, and eligibility.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. A relevant graduate or post graduate qualification is desirable
2. Desirable to have accreditation with a relevant professional body or Chartered Institute or to be at an advanced stage of prequalification.
3. Desirable to show continued professional development and desire to progress.
4. Desirable to demonstrate existing professional development around digital change, digital practice and/or care technologies

**Values and personal qualities**

1. A passion for improving the lives of people who access our services.
2. Must have a positive attitude to disability and understand the impact that this has on a person’s life.
3. Must have a passion for care technology and the Digital Care ambitions and vision of the council.
4. Must have an open view and understanding on the benefits and opportunities that digital adoption, change, and skills can bring to people and organisations
5. Passion for delivering services with an emphasis on responsibility, community and health relationships, quality, professional growth for staff and growth for the people we support.
6. Evidence of harnessing the strengths and talents of team members in order to support them to realise their full potential and achieve area goals.
7. Commitment to the safeguarding and wellbeing of service users.
8. Resilient under pressure and ability to remain positive when challenged.
9. Self-confidence and perspective to facilitate open and honest relationships with the internal and external partners in order to discuss and remove barriers to the effective delivery of services.
10. High levels of achievement as an individual and a team player.
11. The role will demonstrate the Council’s [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) values.
12. Flexible in approach and execution as required.
13. Open minded and passionate about change, technology and the future.

**Specialist knowledge skills and experience**

1. Expert knowledge of Adult Social Care Services, practice and process.
2. Expert knowledge and understanding of the assessment, support planning, review, and care management process.
3. Understanding of relevant Social Care legislation and its impact on social work practice (e.g. Care Act 2014, Mental Capacity 2005)
4. Ability to identify eligibility in line with current legislation and policy.
5. Proven experience and understanding of a person centred, enabling approach to working people to maximise their independence and wellbeing.
6. Evidence of being creative in meeting people’s needs to achieve the best outcomes.
7. Proven experience of understanding and utilising Signs of Safety.
8. Good knowledge of a broad range digital initiatives and their application across different fields e.g. technology solutions, practice, adoption
9. Expert knowledge of the digital agenda and care technology sector including direction of travel, key stakeholders, and governance.
10. Expert knowledge of other technology sectors and innovations (e.g. consumer).
11. Understanding of points 9 and 10 with a view that encompasses geography (local, regional, national and international level) and chronology (now and in the future)
12. Understanding of demographic issues around digital adoption, skills, and care technology provision.
13. Ability to understand how to research and evidence efficacy and best practice
14. Confidence in being an expert around all aspects of digital (e.g. solutions, practice, funding, legalities, eligibility, ethics)
15. You will have an ability to engage and communicate effectively with stakeholders of different background and position with confidence.
16. An ability to manage and organise your own workload, an ability to collect and collate evidence and present findings as the subject expert are both key to this role.
17. Excellent listening and communication skills including the ability to convey new and abstract ideas with clarity and confidence.
18. Proven ability to work as part of a team, be a role model and a supportive team member.
19. Must be absolutely confident to contribute new ideas and to be open to challenge (and be challenged) appropriately.
20. Ability to negotiate to achieve the best outcomes for those we support.
21. Experience in supporting or managing significant change programmes in adult social care services /health/housing, which include working alongside suppliers and other stakeholders in market development and procurement activity.
22. Experience and evidence with jointly working with other services, particularly the NHS and providers.
23. Proven expertise in establishing and managing ongoing relationships with key stakeholders.
24. Ability to be confident in being a point of reference for digital practice and supporting colleagues and stakeholders with expert advice and guidance.
25. Project planning skills, to ensure deadlines are met and delivery is successful.
26. Proven ability to have supported or led projects to successful completion.
27. Well-developed ability to write briefings and reports for dissemination to all levels of workforce as well as external stakeholders
28. Confidence in presenting and leading meetings and sessions to wider audiences.
29. Ability to work with, encourage and motivate disparate teams through significant change in practice and process.
30. Ability to facilitate workshops with stakeholders at all levels.
31. Ability to communicate complex information and new ideas effectively so that it’s easy to understand.
32. Ability to commission, co-ordinate, design and lead training sessions.
33. Able to work in a self-directed and motivated way virtually as required.
34. Must work well under pressure and feel comfortable in managing aspirational targets, shifting deadlines and implementing new ideas and processes.

**Additional requirements**

1. Frequent travel across the county to attend meetings and support teams is required.
2. An enhanced DBS check is required for this role.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

You may need to operate across a wide and rural area, so it would be beneficial for you to either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://www.careers.suffolk.gov.uk/) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |

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In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.