

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Job Title:** | Service Manager – Digital Inclusion support for Elective Recovery |
| **Reporting to (Job Title):** | Operations Director |
| **Salary:** | £33,000 FTE |
| **Direct reports:** | Digital Health Navigators  Admin Assistant |
| **Brief overview of the**  **Position:**  **Working with:** | In partnership with the Steering Group - Co-design and develop the Digital Inclusion Support for Elective Recovery project, ensuring peri-operative digital initiatives are accessible to the most vulnerable and digitally excluded across the Lancashire & South Cumbria Integrated Care Board (L&SC ICB) footprint  Develop positive working relationships with key digital and health personnel to embed the project within teams and maximise its impact.  To deliver an efficient, high quality and appropriate service, in line with the Service Level Agreement and KPIs, that focuses on supporting people to access digital self-management services, such as:   * Virtual pre-op assessments * Virtual clinics after discharge * Remote monitoring and virtual wards * Enabling patient to patient and patient to clinician digital chats   Take responsibility for all monitoring and reporting requirements, to deadlines.  To manage a team of Digital Health Navigators and an Administration Assistant, ensuring they proactively obtain and allocate referrals in a timely manner, ensuring each client is supported as required. |
| **Main duties and**  **Responsibilities:** | * Develop and establish a digital inclusion support project for adults meeting the agreed referral criteria to access peri-operative digital initiatives within Lancashire, reaching some of the most vulnerable patients who are digitally excluded. * Unlock the potential for more patients to access digital support such as virtual consultations and app usage, within and beyond elective care. * Work in partnership with key digital and health personnel to ensure the project is embedded within existing systems to maximise effectiveness. * Ensure that the project meets volume, quality and budget indicators. * Monitor project outputs, outcomes and impact and report regularly to the Operations Director, ICB Digital Inclusion Senior Project Manager and the Digital Inclusion in Elective Care Project steering group. * Provide on-site practical support to the Digital Health Navigator Team as and when required including periods of planned or unplanned absence. * Develop and deliver a training plan to ensure team are able to fulfil all aspects required of their roles. * Ensure Digital Health Navigators are supported in their role to deliver digital support that is personalised to meets each individual’s needs. * Delegate tasks appropriately to encourage development of team members, empower the team to work independently and with autonomy. * To recruit, induct and provide ongoing support for all staff and volunteers to ensure individuals fully understand their role within the project in line with procedures. * Monitor and oversee staff assessment processes to ensure individual digital support plans are responsive, meet identified needs and result in positive outcomes. * Identifying areas for service improvement and pro-actively contributing to continuous improvement cycle. * Promoting a positive, ‘no blame’, open culture within teams where staff are confident, competent and are empowered to give and receive constructive feedback and challenge poor practice appropriately. * Consult with people to develop and sustain a service that meets the needs of all our customers across the ICB, ensuring they have a voice in the planning and delivery of activities. * Ensure robust and effective monitoring and reporting systems are in place * Ensure AUKL’s services are professional, efficient and safe. * To take responsibility for the preparation and delivery of all activities, ensuring that all necessary risk assessments are carried out in line with company procedures. |

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| **Accountable for:** | * Delivering a credible service offer which meets demand and ensures project targets are achieved. * Ensuring that the project is delivered efficiently in a manner which is safe and responsive to the needs of its clients. * Ensuring efficient monitoring systems are in place to maintain and report on agreed operational performance, quality and safety standards. * Monthly quantitative and qualitative reports.   . |
| **Summary of key**  **attributes & Qualifications**  **for role:** | * Performance management experience of contracts. * Confident and competent technical digital knowledge on aspects of IT, broadband and Wi-Fi provision. * Good understanding of the barriers to Digital Inclusion and issues facing our customers. * Able to work in a flexible, creative and resourceful manner in response to changing external circumstances. * Experience of developing and managing multiple strands of business across multiple sites. * Effective time management, ability to prioritise tasks and delegate appropriately, whilst remaining flexible in your approach. * Experience and ability in the effective management and supervision of staff, including difficult HR situations. * Experience of partnership working across multiple agencies. * Confident decision maker. * Ability to promote the service effectively across a wide spectrum to generate referrals. * Excellent communication skills, both verbal and written, with the ability to adapt to people, professionals, staff and management as required. * Ability to work alone and using own initiative. * Strong leadership and team building skills. * Understanding of health and safety, lone working and risk assessment procedures. * Ability to quickly recognise and act on potential safeguarding issues. |
| **Main KPI’s /**  **performance measured**  **against:** | * Deliver the project specific KPIs, developed in partnership with the steering group. * Customer reach to ensure maximum access to the project. * Effective team management, retention and recruitment. Ensure all staff have the relevant training to undertake their role. * To ensure improved patient journey and pathway and ensure customer feedback is captured which demonstrates the benefit and impact of the project. * Effective monitoring and reporting and to ensure the service operates within the financial budget. * Compliance of the team with all Age UK Lancashire policies and procedures. * To ensure effective partnership working. |
| **Safeguarding** | Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.  All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults. |
| **Generic Clauses:** | * To comply in all aspects with Age UK Lancashire’s policies and any relevant Lancashire & South Cumbria ICB policies, including Health and Safety, Equal Opportunities, Handling Money, Data Protection etc. * To participate and contribute generally to Age UK Lancashire’s activities, attending meetings, training courses etc as required. * To support the trading and fundraising activities of the charity liaising with the Business Development Team. * The requirement to have permanent access to a car, business insurance and a valid UK driving license. |
| **Flexibility Clauses:** | * The nature of this post will require flexibility to meet some urgent work needs as they arise. This may entail some occasional weekend or evening work. * This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post-holder) subject to the needs of the service and in keeping with the general profile of the post. |



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| **Age UK Lancashire - Person Specification** | **Essential** | **Desirable** | **Assessed by** | | | |
| **Service Manager – Digital Inclusion for Elective Recovery** | Application Form | Assessment Centre | Presentation | Interview |
| **Experience** | | | | | | |
| Experience of project management and providing strong leadership | x |  | x |  |  | x |
| Experience of managing digital inclusion projects |  | x | x |  |  | x |
| Experience of people management and developing individuals and teams | x |  | x |  |  | x |
| Experience of delivering and reporting on contracts and grants | x |  | x |  |  | x |
| Experience of networking and establishing professional contacts and mutually beneficial partnerships across multiple agencies | x |  | x |  |  | x |
| Evaluation and monitoring of service performance for both volume and quality, producing detailed reports within agreed timescales | x |  | x |  |  | x |
| Experience of successful budget management | x |  | x |  |  | x |
| **Knowledge** | | | | | | |
| Sound knowledge of the barriers to digital inclusion and ways to support adults to overcome these. | x |  | x |  |  | x |
| Up to date knowledge of relevant health and social care policy and good practice including use of digital and apps to support health |  | x | x |  |  | x |
| Confident and competent technical digital knowledge of IT, broadband and wifi |  | x | x |  |  | x |
| Knowledge of CRM systems, monitoring and reporting | x |  | x |  |  | x |
| Understanding of the role of the Voluntary, Community and Faith sector and their vital role in providing support to adults | x |  | x |  |  | x |
| **Skills** | | | | | | |
| Effective communicator with strong interpersonal skills, able to communicate with groups, individuals through a range of communication methods, including online platforms | x |  | x |  |  | x |
| Able to develop professional relationships through networking with a range of partner agencies and key contacts | x |  | x |  |  | x |
| Ability to manage complex projects, prioritise conflicting deadlines, delivering to a high standard | x |  | x |  |  | x |
| Strong leadership and people management skills | x |  | x |  |  | x |
| Excellent IT skills and ability to support staff delivering online provision | x |  | x |  |  | x |
| Strong analytical skills to inform performance management | x |  | x |  |  | x |
| **Other Requirements** | | | | | | |
| Demonstrable commitment to the values of Age UK Lancashire | x |  | x |  |  | x |
| Active commitment to Continuous Professional Development | x |  | x |  |  | x |
| Holder of valid GB or NI driving licence. You will be required to maintain appropriate insurance cover, including for business use. Use of a suitable car. | x |  | x |  |  | x |