

INFORMATION FOR APPLICANTS

SCOTTISH CARE, CARE TECHNOLOGIST

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To apply for this appointment the information below should be read, and an Application Form completed and returned by **29th April**. Interviews will be held shortly after this date.

Context

Scottish Care wishes to appoint a Care Technologist for a fixed-term period of 12 months. This post has been funded by the Technology Enabled Care programme of the Scottish Government to continue the trial of the Care Technologist role and extending the trial to take place within both a care home and care at home setting.

The role of the Care Technologist is to support people who access care and support to benefit from appropriate technology solutions matched to their needs and aspirations. There are 2 posts available – 1.0FTE and 0.6FTE or the equivalent. The post holder will be hosted within a partner(s) organisation and employed by Scottish Care.

Scottish Care is the representative body for the largest group of health and social care sector independent providers across Scotland delivering residential care, day care, care at home and housing support. Working on behalf of a range of providers, Scottish Care speaks with a single unified voice for members and the wider independent care sector, at both a local and strategic level.

Our main office is in Ayr, but we cover the whole of Scotland with many staff working locally and from home. This post is home based with travel to a partner care provider. Locations identified for the trial are Aberdeen, Glasgow and another to be confirmed.

Scottish Care Organisational Objectives

- To develop a positive partnership with key stakeholders
- To support members in key areas of business and professional activity

- To effectively lobby, negotiate and represent the sector
- To ensure providers' ability to develop and deliver quality care services

We are keen that the value of high-quality independent care services is understood by commissioners, key partners, people who use services and their families. Providers need to be seen as real partners, respected, treated fairly and be contributing to the strategic direction of integrated social and health care services.

We are clear that care services must be fairly funded and public care service funding sustained at a level which meets the true cost of providing a safe and quality service for all. The public care sector workforce must also have access to appropriate support, training and a fair wage.

Background – Future Workforce Development

An exciting opportunity has arisen to be part of an innovative project exploring future workforce roles in the context of care at home and care homes.

The Care Technologist role was conceived through work undertaken on the future of social care carried out with Glasgow School of Art School of Innovation and Design.

<https://futurehealthandwellbeing.org/future-of-care-at-home>

This project will involve working with homecare and care home service providers, people who access services and support, strategic designers, technology industry, academia, and wider stakeholders across health and social care.

A previous 9-month Test of Change in the Northeast of Scotland aimed to provide a proof of concept of the Care Technologist role and next steps are to demonstrate that the role can work in different service areas and geographical locations. An envisaged scaled plan includes a diversification of approach which means there is flexibility to adapt and respond to pressures identified within wider Health and Social Care e.g., Analogue to Digital Telecare and the Digital Approaches to Care Homes Action Plan.

The project is due to commence in May 2022 for a period of 12 months. The Care Technologist will play a key role in the operational delivery of the project to ensure successful achievement of project outcomes.

Key Activities of the Care Technologist

The post holder will be employed by Scottish Care and hosted by one or more partner organisation and will have regular contact with others in the same role, and the Technology and Digital Innovation Lead. The Care Technologist will support the academic evaluation of the value of the Care Technologist role (undertaken by IMPACT/University of Stirling).

The Care Technologist specialises in facilitating the interactions between a wide range of technologies, people accessing care and support, and the wider care team to provide meaningful and personalised support.

People who access care and support

- Supporting and empowering those who access care and support to actively benefit from appropriate technology-based solutions
- Advocating for and taking a rights-based ethical approach to the use of technology in care and support
- Supporting those who access care and support to have choice and control over their interaction with technology
- Understanding where and how technology can be valuable in the care and support of people living in a care home, or accessing care at home
- Providing an individual assessment of technology matched to the aspirations and needs of the person accessing care and support
- Identifying and supporting accessibility requirements, learning, or other needs of the service user to ensure the successful adoption of the technology
- Facilitating the interaction between the service user and technology, including set up and onboarding, and ongoing use for the desired outcomes
- Awareness of and able to advise service users and the wider care team to understand how personal and non-identifiable data is collected, stored, and shared, by technologies employed
- Supporting service users with the ongoing use of technology in place, such as where updates and/or upgrades may be required, or replacement of technology with something different as needs change over time
- Ongoing evaluation of where and how technology can be useful to people accessing care and support, and what tasks are appropriate for technological support in order to maximise care interactions
- Testing novel technologies and preparing reports/demonstrations on effectiveness and appropriateness within the context of care and support

Wider Care Team

- Identifying and supporting the training needs of the wider/multidisciplinary care team
- Supporting the wider/multidisciplinary care team to ensure awareness of the opportunities for technology-based solutions and confidence in supporting their use
- Interacting with the wider/multidisciplinary care team to embed the use of appropriate technology in care planning and person-centred care

Documentation and reporting

- Collaborating with project team on the design of the methodology and process of the project
- Coordinating with the project team on the timeline for delivery and practical needs
- Supporting operational processes and facilitating access to information for the purposes of evidence gathering and evaluation

- Supporting with the ongoing development of templates and project resources

Person Specification

Qualifications	Qualifications and experience in health and social care or willingness to work towards these		E
	Qualification in a health and social care or technology related discipline		D
	Qualifications or experience in implementing technology to support integrated working in health and social care		D
Knowledge and experience	Experience of front-line practice and/or the realities of people's lives – including of factors that enable or prevent change in such settings		E
	Understanding of a wide range of technologies – wearables, smart assistants, robotics, Virtual Reality (VR), telepresence, telehealth and telecare etc.		D
	Knowledge of relevant policy and practice related to technology and digital in health and social care		D
	Knowledge of the implications for the use of technology and digital within a social care environment or equivalent		E
	Experience of supporting an innovative technology-based project or workplan		D
	Ability to maintain professional and personal credibility across all stakeholder groups		E
Skills	Excellent communication skills and aptitude for building relationships and trust quickly – both in person and virtually or over the phone		E
	Ability to manage time and tasks appropriately and able to prioritise, and problem solve independently		E
	Ability to work independently as well as working within a team		E
	Good ICT skills, including a working knowledge of Microsoft Office, and alternative digital project collaboration tools and apps. Willingness to learn as needed.		E

Terms and Conditions of Appointment

Length of Appointment

This will be a fixed term appointment and funding is secured for a period of 12 months. The successful candidate will be expected to take up appointment as soon as possible, following the completion of any necessary notice period.

Remuneration

£26,500 (pro rata) per annum

Expenses incurred in connection with official duties will be paid additionally.

The post-holder will report directly to the Technology and Digital Innovation Lead.

Application and Selection Process

Application

Applicants must complete an Application Form. Answers may be continued on separate sheets if necessary but the restriction on word count should be kept in mind.

Each application is assessed in the same way, against the same agreed criteria for the appointment in question. “Criteria” means the *key skills, knowledge, experience and qualities* that we think are required to be able to do the job.

The Skills, Knowledge & Experience section should be used to address all of the criteria. Specific evidence should be used to support the statements made.

Selection Process

Those applicants who appear from the information provided to have the best skills and knowledge for the post will be invited to interview. Interviews will take place by Video Conference shortly after the closing date.

An offer of appointment will be made following the satisfactory completion of pre-appointment checks.

Submitting an Application

Please send a completed Application Form by email to laura.bennie@scottishcare.org **no later than 12 noon on 29th April 2022.**