

Post title	Senior Manager ATEC 24
Division / Section	Assistive Technology Enabled Care 24
Department	Edinburgh Health and Social Care Partnership
Responsible To	Head of Service: Hospitals, Care Homes and Technology
Number of post holders	1
Acting up / Secondment	No

### Purpose of Job

Senior leadership, management and development of the services within Assistive Technology Enabled Care (ATEC 24) in the Edinburgh Health and Social Care Partnership. This includes the Telecare service which includes 24/7 alarm monitoring and response; the Community Equipment Loan Service (CELS) which provides equipment delivery, refurbishment and recycling for Edinburgh, East and Midlothian Council areas; the Sheltered Housing Support Service which supports 8000 residents across Edinburgh; and the Assistive Living Team which includes the assessment and provision of equipment, the Technology Practitioner team who support and promote a 'Technology First' approach across Partnership teams; and the Children and Families Occupational Therapy team. In addition to these there is also a Business Support function supporting the operational services.

As the Senior Manager for a range of TEC (Technology Enabled Care) services, the post holder will also play a key role in influencing the development and implementation of TEC pathways across the partnership.

### 'THE WHAT' – MAJOR TASKS AND JOB ACTIVITIES

- Provide effective leadership and management, actively modelling desired behaviours, and ensuring efficient management of resources, workforce planning, staff development, capacity, and capability building, to the associated care and service areas:
- Responsible for the provision of service-specific strategic advice and guidance to the Partnership's leadership team
- Providing professional guidance, advice and direction on TEC services across the partnership to support a range of internal and external strategic work streams
- Accountable for the safe and appropriate assessment of service users, ensure the provision of adaptations, equipment and assistive technology, and fulfil statutory functions which are sensitive to, and meet the needs of the local population.
- Deputise for, or represent the Head of Service: Hospitals, Care Homes and Technology where relevant and appropriate required.
- Accountable for the financial management of the ATEC 24 services ensuring appropriate and effective financial controls are in place and identifying opportunities for efficiencies in line with EHSCPs financial plan.
- Accountable for leading on income recovery for chargeable services with the remit (e.g. Telecare)
- Lead in contract reviews and inform the procurement process, ensuring statutory funding partners are informed and engaged with any review process. Attention to procurement compliance is required.
- Set standards, policies and procedures, which ensure compliance with statutory responsibilities, national legislation, standing orders, delegated authority, and policies within the Partnership. This will include compliance with the different policy and procedural requirements of all partner organisations.
- Ensure the service area operates within the terms of the regulatory requirements, professional governance arrangements, and professional standards and codes of conduct for their respective professional disciplines.
- Ensure effective risk assessment, monitoring, recording and management.
- Ensuring all professional and operational decisions taken are evidence based, and adhere to principles of benefit to the individual, take account of their wishes, and those of their carer or named person, and that decisions taken on their behalf are least restrictive, and promote independence.

- Lead the review and evaluation of systems, structures and practices, contributing to the development of effective performance measures which will ensure successful delivery of strategic priorities.
- Manage and report on emergency responses to critical incidents and manage risks to the safety and wellbeing of citizens in receipt of service. Identify and establish effective management arrangements for key risks within the service, compliant with the Partnership's risk management policy and framework
- Provide regular reports for EHSCPs Senior Management covering service KPIs, workforce and quality measures
- Lead on the development of a Quality Management System approach within ATEC 24 in line with EHSCPs Quality Management Strategy.
- Lead the relationship with partner agencies and services to achieve integrated delivery throughout pathways of care, to continue shifting the balance of care, and to achieve targets. In particular, working closely with the Place directorate in relation to housing priorities.
- Be the key partnership contact across East and Midlothian Health and Social Care Partnerships.
- Create and maintain strong partnership links with relevant stakeholders.
- Act as Duty Holder for the premises at ATEC 24.

#### **'The How' – (Knowledge and Skills, Creativity & Innovation, Contacts & Relations, Decision Making)**

- The post will be responsible for delivering integrated approaches in collaboration with citizens and partner organisations to enable the service to achieve the principles, priorities and strategic objectives of the Edinburgh Health and Social Care Partnership. This will involve continuous development of new initiatives in a wide range of subject areas, in response to legislative, financial and technological changes.
- They will lead innovative and technology-based changes within the service area that will make a significant shift in how people are cared for. They will work with partners and key stakeholders to deliver high-level changes to the customer journey and experience, as well as the workflow and sharing of information across relevant stakeholders.
- They will apply the team and partner expertise, alongside best practice and evidence, to ensure equipment and technology enabled care is delivered in the most effective and efficient manner, adopting continuous improvement and transformational approaches.
- They will use their professional and managerial expertise, to influence changes in direction within care pathways across adults and children's service (such as Technology Enabled Care, EHSCP Falls Strategy).
- To achieve the priorities of the Edinburgh Health and Social Care Partnership and the partner organisations, the post holder will require to work closely with leaders throughout the Health and Social Care Partnership, Council, NHS and partner agencies, including third and independent sectors, to agree and implement strategies for effective and efficient delivery.
- They will lead engagement and planning with key strategic and regulatory stakeholders, such as the Scottish Centre for Telehealth and Telecare, the Telecare Services Association, CECOPs, Care Inspectorate and Third Sector Interfaces. Work closely with Strategy, Planning and Quality Managers to ensure service quality and risk management arrangements and promote ongoing service innovation and developments.
- Manage a network of complex communications, both formal and informal, to achieve objectives, ensuring that staff and stakeholders are informed and involved.
- There will be significant interaction with most of the devolved functions with the Health and Social Care Partnership, NHS Lothian and Council services, with other Partnerships, other councils, with Acute Hospitals and Tertiary Services across NHS Lothian and the wider NHS.
- Required to establish and maintain personal and professional credibility, and integrity to ensure effective collaborative relationships.
- Responsible for complex decision making in both routine and crisis situations, including circumstances where there are significant risks, and decisions may be required within short time frames with limited information, available.
- Support professional decision making within the service specialist assessment areas.
- Make decisions on the allocation of resources and budget spend. They will also be responsible for identifying and bidding for local and national funding streams.
- Complex decision making is required to match competing demands within the available delegated budget. Decisions will have significant impact on the safety and wellbeing of citizens across the city of Edinburgh, East and Midlothian, as well as ensuring delivery targets to prevent delayed discharges and avoid admission to hospital or care home in avoidance of crisis situations.
- Ensure H&S legislation is applied and monitored to relevant service area – including but not limited to people handling and LOLER, in relation to systematic maintenance of lifting equipment. Failures in this area, have the potential to cause significant damage to the service, the Edinburgh H&SCP, and wider Council reputation, as well as put service users and members of the workforce at risk of harm.
- The post will have to make sound and evidence-based decisions as to how the regulatory Code of Practice is implemented within the operational service area, as they will be the accountable manager responsible process, services, and regulation failures/near-misses.
- They would be required make appropriate decisions, drive innovation projects, ensure performance/quality monitoring is in place to manage and achieve continued success within various grant funding streams.

- The post holder is required to have a relevant degree and/or post-graduate qualification in an associated subject matter. In some circumstances, extensive and demonstrable work experience aligned with the role would be considered.
- The post holder should be able to demonstrate a wide-ranging knowledge of the assistive technology sector in application and the associated stakeholder disciplines, to advise and direct on appropriate services to meet the user's needs.
- The post holder will have knowledge and experience of budgetary management and the deployment/management of fixed and mobile staff.
- The post will require a high standard of written and spoken English to produce and present reports on a variety of topics related to operational and strategic management to a wide variety of stakeholders.
- As part of the management and reporting function the post holder will require the ability to use IT applications, e-mail and Microsoft Word, PowerPoint, & Excel, and identified recording systems.

#### **Environment (Work Demands, Physical Demands, Work Conditions, Work Context)**

- Physical demands and conditions will be predominantly within the range of normal office-based activities.
- The post holder will be required to meet complex planned and unplanned demands of many stakeholders daily, to meet the objectives of the role and service area.
- They will be regularly faced with sensitive and complex staffing, citizen and stakeholder interactions where they are required to apply a high degree of emotional intelligence and resilience.

#### **Supervision and Management of People (Numbers and type of staff)**

- The post will be responsible for the planning, co-ordination and management of several services: Professional Assessment, Advice and Treatment Services, Emergency Response, Care and Support services, Equipment/Aids for Daily Living, Technical Support and Field Based Technical Services, Alarm Receiving Centre services, Technology Enabled Care Development Programme.
- There will be up to 150 FTE staff in total covering a range of different professions
- They will directly line manage the service management team of up to 5 FTE Operational Managers.

#### **Resources**

The post will be the budget holder for a non-pays budget of circa. £11.5m . The services also have a combined income budget of approximately £11m.

They will hold ultimate responsibility for the safe management of the service office, warehouse and associated physical assets in partnership with Facilities Management – 2,340 sq. metres for office and warehouse-based assets and 1.86 sq. metres for yard and external assets.

They will have ultimate responsibility for 20 fleet vehicles.

#### **Health and Safety**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy.