

Job Description & Person Specification

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| Job Title | Project Implementation Coordinator – Digital Transformation |
| Division/Location | NorseCare / Norfolk |
| Reporting to | Senior Project Manager - Transformation |
| Weekly Hours | 37 hours per week |
| Grade/Salary | £23,620 - £25,939 depending on experience |

| Job Description | |
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| The Role: | |
| <p>The Project Implementation Coordinator – Digital Transformation will ensure that employees are able to utilise digital technologies, alongside their care duties to provide high-quality, person-centred care to NorseCare's residents and tenants.</p> <p>The successful postholder will be responsible for undertaking activities and tasks relating to the implementation of these digital solutions, including training. Responsible for providing regular progress updates to ensure that the central project team can monitor and manage the progress of any rollout.</p> <p>The Project Implementation Coordinator – Digital Transformation will act as the first point of contact for all care settings for any queries or concerns relating to the rollout of new digital software solutions.</p> | |
| Main Responsibilities: | |
| <ul style="list-style-type: none"> Supporting care homes and schemes to successfully transition away from paper-based processes and activity to the digital solution dependant on the software being implemented . Liaising with the Management teams within NorseCare 's homes and schemes to support them through digital implementations , reporting data accordingly. To become familiar with appropriate procedures which any digital solution will impact and to report any instances of non-compliance or concerns to the Deputy or Manager. Supporting the Learning and Development Coordinator with the successful implementation of a two-week training programme for the electronic care planning software for all employees. Ensuring that competency checklists are completed for each employee following the initial training programme. Providing ongoing support to management teams and employees following the initial training programme and answer any queries or concerns relating to any relevant digital solution. Supporting and promoting within the staff team, understanding of the importance of good communication, good observation and cohesive teamwork. Observing, reporting and promoting as far as is reasonably practicable adherence to Health and Safety at Work Act 1974. Ensuring that services are provided in accordance with NorseCare values and standards, equal opportunities and objectives of quality assurance. Undertaking continuous professional development within the industry. | |
| Other Duties | |
| <p>The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:</p> <ul style="list-style-type: none"> Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as | |

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required.

- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

| Person Specification | | | |
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| Category | Requirement | Essential or Desirable | Assessment Method Application Form (AF) Interview (I) Test(T) |
| Qualifications/ Knowledge/ Training | Working knowledge of ICT skills, including experience of using Microsoft Word, Excel and PowerPoint | Essential | AF/I |
| | Knowledge of the care sector, including Dementia. | Desirable | AF/I |
| | NVQ Level 2 or above in Health and Social Care | Desirable | AF/I |
| | Project Management or IT qualification | Desirable | AF/I |
| Experience | A minimum of two years' experience within a Care Team Leader or similar role | Essential | AF |
| | Experience of working with digital software | Essential | AF |
| | Previous experience of working with vulnerable people | Essential | AF |
| | Experience of delivering all care related tasks | Desirable | AF/I |
| | Experience of working with digital care specific software | Desirable | AF/I |
| | Experience of successful implementation of care software | Desirable | AF/I |
| | Experience of coaching and mentoring employees at all levels within an organisation | Desirable | AF/I |
| Skills/Abilities | Ability to lead, coach, supervise and motivate staff | Essential | AF/I |
| | Clear and effective communication skills | Essential | I |
| | Confident using technology (competent using MS Office, handsets running Android operating system) | Essential | I |

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| | Ability to demonstrate respect and dignity with a friendly and approachable manner | Essential | I |
| | Team player as well as the ability to work individually using own initiative | Essential | AF/I |
| | Excellent time management with the ability to prioritise a busy workload | Essential | I |
| | Excellent attention to detail with strong recording and written skills | Essential | I |
| | Ability to remain calm under pressure | Essential | I |
| Other Requirements | Prepared to undertake shift work including weekends and bank holidays | Essential | I |
| | Prepared to undertake further appropriate training | Essential | I |
| | Full UK driving licence due to travel requirements of the role | Essential | AF/I |

General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

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Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

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