



Title	Department	Post Ref
Electronic Solutions Development Manager	Adult Social Care, Health and Public Protection	
Job Purpose <i>To lead on the implementation of Electronic Monitoring Systems (EMS) and associated IT systems used to support the commissioning and delivery of independent sector home care services - to develop, monitor, evaluate and problem solve issues.</i>		
Key Responsibilities <ol style="list-style-type: none">1. Personally and through key stakeholders execute project work plans and revise as appropriate to meet changing requirements.2. To identify and ensure the perspective and requirements of partner agencies are incorporated at all stages of the projects3. To ensure that the EMS/IT systems are being used effectively and consistently and deliver practical assistance as required4. To resolve complex and contentious issues to ensure projects are delivered on time5. To resolve any service delivery issues within available resources.6. To improve the performance of staff associated with the delivery of the projects by maintaining communication with staff and providing the appropriate support and guidance.7. To improve customer satisfaction levels for his/her service.8. To build positive relationships with key stakeholders		Key Accountabilities <ol style="list-style-type: none">1. Specified service targets within agreed resources2. Alert the Team/Group Manager of issues that could affect performance3. Accountable for the level of business support within the area managed4. To ensure that corporate standards and policies are implemented5. Maintaining Corporate policies, procedures and standards by resolving complex operational issues6. Effective communication to key stakeholders.
The post holder will perform any duty or task that is appropriate for the role described		



Person Specification

Education and Knowledge

1. Knowledge and understanding of the main issues affecting social care, in particular the delivery of home based care or community care.
2. Knowledge of adult community care legislation and policy.
3. Evidence of continuous professional development.
4. Knowledge of the principles and practice of:
 - effective people management;
 - excellent customer service;
 - appropriate risk management;
 - budget management (where budgetary responsibility is devolved to the team manager)
5. Knowledge of project management

Experience

1. Minimum 3 years experience within social care or similar
2. Experience of working with and using ICT solutions
3. Experience of planning and organising team work or co-ordinating complex activities
4. Experience of managing, or effectively using, management information systems to achieve identified outcomes
5. Experience of working in an inter-agency setting.
6. Direct contact with Service Users/carers re services
7. Experience of producing written reports.
8. Experience of problem solving/complaint resolution
9. Full current driving licence

Personal skills and general competencies

1. Sets an excellent example of customer care for other staff.
2. Effectively sets direction for a team providing motivation for all to deliver high performance.
3. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness
4. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness
5. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards
6. Takes an active role in managing risk, health and safety and safeguarding issues



Role Dimensions

1. Responsible for leading on the implementation of any new electronic monitoring systems (EMS) to support the delivery of home based services
2. Responsible for contributing to IT support network projects being developed for communicating, and sharing information, with member of local communities and key stakeholders/partners.
3. To work closely with the Project Manager(s) responsible for overseeing the project(s) and associated staffing
4. Responsible for identifying opportunities for improvement/innovation and the achievement and maintenance of high standards of quality and efficiency in the services provided by external social care providers.
5. Responsible for identifying project actions and supporting delivery and implementation of project plan(s) and related documentation.
6. Supporting the development and evolution of appropriate information systems and procedures, relevant to the delivery of externally commissioned social care services, and utilising this for reviewing, evaluation and reporting on service achievements
7. Responsible for workload management, time management within Projects.
8. Monitors, audits and assures the implementation of any EMS/IT systems and takes corrective action where required.
9. Undertakes any other duties which may reasonably be regarded as within the nature of the dimension and responsibilities/grade of the post defined
10. Deputise for Team Managers if required