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| JOB DESCRIPTIONJob Title: Project Support Officer **Department(s): Technology Enabled Care**CAJE ID: NHSL19/043**No. of Job Holders: 1** |

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| 1. **JOB PURPOSE**

The post holder contributes to the development and operational delivery of a wide range of Telehealth/Technology Enabled Care projects and programmes and under the leadership of the TEC Service Manager The post holder will be the first point of contact for enquires from end users of the TEC services.The post holder will maintain the project database and liaise with data analyst.The post holder will provide Telehealth systems training to Health & Social Care staff throughout Lanarkshire. |

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| ORGANISATIONAL POSITION *(EXAMPLE BELOW)*Head of Health and Social Care South PartnershipTEC Service ManagerTEC Team Leader  **This Post****Project Support Officer** North Lanarkshire Health and Social Care Partnership Project ManagerProject Support LeadAdmin and clerical |

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| 1. **SCOPE AND RANGE**

The Health & Social Care Partnerships and NHS Lanarkshire serve a population of approximately 649,000.**North Lanarkshire:** 338,000**South Lanarkshire:** 311,000There are wide variations in health status between different parts of Lanarkshire with differences of two – to four-fold in the proportions of the population smoking, drinking to excess and breastfeeding.Acute health services are provided in three district general hospitals, one of the hospitals (Hairmyres) sits within South Lanarkshire. The other two hospitals sit within North Lanarkshire. Primary and Community Care Services are provided through a wide range of clinical and support staff within more than 100 settings across Lanarkshire and in people’s own homes and include contracted independent practitioners. The TEC team work across all these settings to develop projects using TEC solutions with potential for further work to be developed in other settings. |

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| 1. **MAIN DUTIES/RESPONSIBILITIES**

The post holder will be an integral part of this a rapidly expanding service which requires a flexible approach to the day to day work plans and an ability to communicate effectively with all stakeholders including senior management, operational staff in community and secondary care and the wider public. The post holder will provide support to the wide range of services in Lanarkshire who are undertaking Home and mobile health monitoring as part of the Scottish Government Technology Enabled Care initiative (TEC). Currently this includes Connect Me remote health monitoring and Near Me video consultations. The post holder will be involved in the development of pathways, processes and accompanying documentation for these systems and facilitate the setup, training and ongoing support with the clinical staff using the systems and propose changes to own working area. The ability to negotiate and influence are key skills required to enlist and gain the cooperation of the diverse groups of staff involved in local services to ensure successful delivery of the TEC programme. The post holder will* Work with TEC Team colleagues to ensure sharing of learning.
* Contribute ideas to the planning meetings for the projects and undertake tasks as appropriate.
* Assist with planning and coordinating the administration of project related events such as conferences, training events and launches.
* Order supplies required by the team
* Manage and maintain stock
* Provide training and support on TEC systems to staff and other key stakeholders.
* Enter data onto the TEC system databases.
* Adhere to NHS Lanarkshire policies and procedures.
* First point of contact to troubleshoot TEC system issues encountered by staff or other key stakeholders.
* Produce monthly update reports/newsletters for TEC Team
* Arrange and minute TEC team meetings and TEC Board meetings.
* Monitor/manage the team mailbox.
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| 1. **EQUIPMENT & MACHINERY**
* IT Equipment
* Mobile telephone
* Audio-visual equipment
* Display boards
* Peripherals associated with remote monitoring eg BP monitoring.
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| 1. **SYSTEMS**
* Fully utilising functions within Microsoft Office – Microsoft Teams, Outlook, Word, Excel and PowerPoint and Planer – as required to communicate ideas and information.
* Daily use of remote monitoring and video consultation or other TEC platforms.
* Use of intranet and internet systems to access and share information.
* Departmental e-filing system to maintain programme records.
* Use of TURAS for PDP, performance reporting and review.
* Use of e expenses /e payroll system.
* Use of PECOS ordering system.
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| 1. **DECISIONS & JUDGEMENTS**
* Work autonomously, using their initiative and judgement, to manage and organise their workload in order to ensure tasks are delivered on time.
* Responsible for a number of tasks to complete for each workstream as well as project enquiries and sourcing responses.
* Organise and plan meetings as required.
* Monthly one to one meeting with line manager for support.
* Daily catch up meetings with integrated team.
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| 1. **COMMUNICATIONS & RELATIONSHIPS**
* Regularly provides and receives complex sensitive information that requires confidentiality.
* Effective communication and working relationships with all Health & Social Care partnership colleagues.
* Frequent communication is required via training and presentations to staff groups and also via Microsoft Teams, email, and phone calls.
* Ability to present information in accessible and engaging ways is required using graphs, images, etc.
* May be required to attend/participate in national events/forums/Public Partnership Forums.
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| 1. **DEMANDS OF THE JOB (physical, mental, emotional)**

**Physical Skills*** Typing/keyboard skills
* Telephone communication skills

**Physical Effort*** Deskwork for long periods

**Mental Effort*** The post holder requires to have excellent organisational, communication and IT skills.
* Concentration and mental dexterity to respond to challenging questions raised and to manage a range of different topics concurrently.
* Ability to self-motivate and remain focused.

**Emotional Effort*** Working on significant issues with imminent deadlines
* Need to calmly and positively manage negative reactions and deal with challenging situations.

**Environmental Conditions*** Currently working from home
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* The need to deal effectively with varied fluctuation in a workload in response to competing demands made on the service.
* Effective communication with a wide range of staff in relation to TEC programme.
* Working from home.
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| 1. **KNOWLEDGE, TRAINING AND/OR EXPERIENCE REQUIRED TO DO THE JOB**
* Project management experience acquired through formal training or experience to diploma level in a health, education, IT or social care background.
* Competent in the use of Microsoft Office and other software packages.
* Knowledge of administration systems.
* Excellent planning and organisation skills with the ability to prioritise and work on own initiative.
* Effective listening, communication and interpersonal skills.
* The ability to work as part of a team is an essential component to this post.
* Excellent time management skills.
* An understanding of the crucial role of Technology Enabled Care in the future of Health and Social Care.
* Car Driver
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| **Job Description Agreement****Job Holder’s Signature** **Print Name** **Date****Head of Department Signature** **Print Name** **Date** |