**Post Title:** Housing Transition Manager – Digital Health & Social Care

**Reporting to:  David Brown**

**Grade:**  SCP 57-60 **(**£52,519 – £56,531)

**Hours:** Full time

**Location**:  Home based

Travel will be required across Scotland

**Duration:** 2 year fixed term

The Improvement Service also invites applications from candidates who wish to be considered for the post on a secondment basis.

**Part 1 – Job Role**

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| The primary focus of the post holder will be to provide leadership and support to landlords as they modernise services, support person-centred care, improve outcomes and building stronger relationships for digital transformation for the benefit of tenants/customers.  This post is funded by the Scottish Government’s Technology Enabled Care Programme and the intention is they will be hosted by the Local Government Digital Office (LGDO) for the duration of the contract. The LGDO contract currently runs to September 2021 and this is under review, alternative hosting arrangements for the post holder have been identified from September 2021 to the end of the fixed term contract, should this be required. The alternative arrangements in place being hosted by the SFHA (Scottish Federation of Housing Associations) however the post holder would continue to report into the Scottish Governments TEC Programme.  The ideal candidate will be:   * A strong team player who has extensive experience in housing, health and social care and can quickly gain the confidence of the team, peers and senior stakeholders * Exhibit a unique blend of strategic vision, functional excellence and execution success with a focus on delivery both on time and to budget * Collaborate with third and public sector partners and demonstrate experience of working with a range of diverse stakeholders and possess the management, leadership and associated interpersonal skills required to operate effectively in complex and politically sensitive environments * Highly motivated and be able to use initiative, possess excellent communication, leadership and networking skills, demonstrate success and experience working with policy makers, providers, regulators, and people supported by services and carers * Able to bring an understanding and a respect for the diversity of circumstances across housing associations and Local authorities across Scotland so that they can facilitate the right advice and the right frameworks   The post-holder will work closely with a range of staff and management within the LGDO on a day-to-day basis and work with a range of external partners including Scottish Government (including the Technology Enabled Care Programme and Technology Enabled Care in Housing Programme), social landlords and key agencies across housing, health and social care.  **The Local Government Digital Office (LGDO)** is hosted by the Improvement Service and intends to be a centre of excellence in data, technology and digital, working with Scottish Councils to help them with their own transformation and ensuring they are creating top class digital services for citizens. LGDO works with all councils to help build a portfolio of collaborative initiatives and projects that exploit digital technologies to reduce the cost of services and improve the customer experience for citizens.  Health and Social Care is an ambitious portfolio within the Digital Services strand of LGDO with deliverables including Digital Telecare.  It is important to note that although this post is hosted within LGDO the remit of this post is much wider than local authorities. Registered Social Landlords are equal partners in all work associated with this post  **Technology Enabled Care and Digital Healthcare Innovation** is a Scotland-wide programme based in the Digital Health and Care Directorate of the Scottish Government. The programme significantly increases citizen choice and control over health, well-being, and care services through the application of technology as an integral part of quality, cost effective care and support.  The TEC Telecare programme works with all Local Authorities, HSCPs, Housing, Local Government Digital Office, NHS24, DHI, Third Sector organisations and other stakeholders to develop innovative approaches to Telecare whilst supporting consistent experiences and expectations of Telecare for citizens across Scotland.  **The Technology Enabled Care in Housing (TECH) programme** is a 2 year programme of work funded by the TEC Programme tasked with scaling up housing’s contribution to the Digital Health and Social Care Strategy for Scotland. The programme aims to contribute to a step change in how housing providers use digital technology to deliver a sustainable shift in the way their staff and customers use technology to support their care, health and wellbeing.  The TECH programme co-ordinator who is based in the Scottish Federation of Housing Associations (SFHA) will work closely with the Housing Transition Manager. |
| **Scope**  The primary focus will be on leading a planned programme of activity to support the development of digital housing services for Scotland. The post holder will work as part of the Local Government Digital Office and in collaboration with the Scottish Government Technology Enabled Care (TEC) programme and the TEC in Housing programme, to develop, plan and deliver a transition programme for digital care provision across all relevant housing operators. She/he will need to build and nurture strong relationships with multiple stakeholders, be articulate in the programme’s purpose and drive forward change provoking impact. Delivery will be aligned to the broader Digital Telecare programme and set for hard-stop completion in 2023.  You will be able to apply your skills and knowledge in:  • Large scale Programme Management  • Large scale Change Management  • Innovation in practice  You will work closely with partnerships across housing, health and social care and other collaborative stakeholders, such as innovation agencies, who are central to the development and delivery of national transformational change.  **Specific duties:**   * Provide leadership and expertise to enable successful delivery of digital programmes that will manage the transition of analogue to digital services in housing. * Lead, manage and inspire the delivery of new digital services and products across the Housing sector in Scotland which may include IoT and other emerging technologies * Lead stakeholder engagement at the highest level adopting and promoting the principles of the Scottish Approach to Service Design (SAtSD) to empower and encourage active participation with all stakeholders * Communicate credibly and influence internal and external partners maximising the potential for proactive and integrated solutions and practices * Provide vision for new models and transformation approaches and establish the delivery strategy, aligned with the outcomes and benefits for the programme based in the principles of service design * Oversee delivery of engagements to ensure and budgets * Map out clear agreed outcomes with a supporting measurement framework. * To effectively manage a programme of work including governance arrangements, the coordination of plans, resources, budgets, risks, quality, performance, and delivery, ensuring the provision of regular and accurate progress and performance information for management and stakeholders * Ensure appropriate governance practices are in place. * Think independently and open mindedly towards the ideas and opinions of others * Be adaptable to undertake a variety of tasks and stretch personal and external thinking. * Represent the programme at internal and external conferences using speaking opportunities to share activities and drive further collaboration opportunities * Willing to travel occasionally, (a car or driving license is not required). |
| **Key Tasks and Accountabilities**  The post holder will take ownership for the development, planning, management, governance and assurance of the programmes and projects included in the programme. This will include   1. To develop effective programmes of work including strategies, frameworks, products and services, aligned to Digital Telecare, TEC and Housing priorities and business plans, and wider partner priorities. 2. To coordinate and manage the interdependencies between individual projects to maximise impact and benefit across the programmes. 3. To promote and manage an effective approach to the uptake of products by offering a range of support to housing providers and their partners to maximise impact across the housing sector. 4. To work with partners and stakeholders in promoting and supporting collaborative and partnership working across Housing, Health & Social Care Partnerships, Industry and Academia both at a local and national level. 5. To work with partners and stakeholders to build relationships and to effectively engage, persuade and influence on desired outcomes. 6. To promote, manage and embed an effective approach to knowledge sharing and dissemination of information across the organisation, to partners and the wider public sector. 7. To coordinate and manage the delivery of quality learning materials across projects and ensure effective dissemination of information across the organisation, to partners and the wider public sector. 8. The post holder will work to Business Relationship Manager – Digital Health & Care Digital Office for Scottish Local Government and the Scottish Government’s Telecare Steering Group. The post holder’s work will also be guided by an advisory group that she/he will set up with representation from across housing and the Scottish Government’s TEC Programme. |

**Part 2 – Person Specification**

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| **REQUIREMENTS** (E = Essential; D = Desirable) | E | D |
| **Education/Training/Qualifications**   * Educated to degree level or equivalent relevant experience * Postgraduate / professional qualification | x | x |
| **Skills**   * Proven record of ability in demonstrating a wide range and high level of consultancy skills, with particular emphasis on collaborative working * Proven record of ability to think innovatively and creatively * Excellent interpersonal, oral and written communication skills. * Proven record of developing and delivering on business continuity and resilience activity in the Housing / Telecare sector * Ability to build productive relationships, persuade and influence senior partners / stakeholders * Proven record of ability in demonstrating a range of high level business and commercial skills * Proven record of ability in leading, managing and delivering programmes of work * Proven record of ability in leading, managing and delivering research * Proven record if ability in leading, managing and delivering quality improvement initiatives | x  x  x  x  x  x  x | x  x |
| **Knowledge**   * Extensive knowledge of the Telecare and Housing sector within the United Kingdom, including relevant legislation, strategies and governance framework that pertain to the operation and development * Extensive knowledge of TEC good practice and an understanding of the TEC Quality Standards framework * Adaptable understanding of project and programme management frameworks | x  x  x |  |
| **Previous Experience**   * Significant experience in managing all dimensions of change / improvement programmes * Experience of working in Scottish housing / public sector/local government * Experience of managing a digital transition in a complex organisation | x | x  x |
| **Other Requirements**   * Full driving license |  | x |