

Job profile

Service and job specific context statement

Directorate:	Health and Adult Services (with time spent in Technology and Change)
Service:	Housing, Technology and Sustainability
Post title:	Graduate Trainee – Housing, Technology and Sustainability
Grade:	E, F and G
Responsible to:	Head of Housing, Technology and Sustainability
Staff managed:	None
Date of issue:	December 2019
Job family:	P&T - Professional & Technical

Job context

The Housing Technology and Sustainability team is tasked with driving innovation and the adoption of new technology in service delivery across Health and Adult Services. The team leads on the operational and strategic implementation of new technologies to support frontline care, including robotics and predictive analytics.

The team is comprised of social care professionals and commissioners, who specialise in identifying opportunities and areas of need and then linking with technical specialists to reach a solution.

The team is also responsible for the delivery of one of the largest Extra Care programmes in the country, supporting partners from concept phase, through development and on to operational delivery on a range of schemes and services.

The team also leads on Environmental sustainability across the directorate, ensuring the impact of our services is understood and that decisions are made with long term sustainability in mind. The team works in close partnership with other services within HAS and across NYCC, linking especially closely with Technology and Change to innovate and bring new solutions into frontline use.

All graduates are expected to participate in the 'corporate graduate development programme' – the content is as follows:-

- Corporate Induction
- Aspiring Managers Programme
- Senior managers seminars (led by the Chief Executive)
- Managers webinars programme
- Access to on line material, including Ashridge Management College
- Graduate Network membership, including 'lunchtime learning'
- Mentor support
- Graduates will be offered the appropriate management skills training if they have staff to manage during their programme or to support their permanent placement following the graduate programme.

Job specifics

This Graduate role offers a unique opportunity to join an experienced and expanding team with a broad remit to influence change at both a strategic and operational level.

The post will work to the new role of Technology Enabled Care Practitioner with a focus on researching, influencing and implementing the use of new technologies into adult social care. Examples of this so far has



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included the use of robotic pets to support people living with dementia and the early stages of developing a predictive tool for falls.

The post will work closely with the Housing section of the team, supporting the delivery of our Extra Care and Supported Housing programme. This will include understanding complex inter-agency project management arrangements, planning processes and financial models.

The post will also work closely with colleagues in Technology and Change, offering the opportunity to learn skills around Project and Change Management, as well as gaining an understanding of the complex technology and organisational management that goes into running NYCC.

Graduates who join NYCC are expected to:

- achieve the objectives set for them;
- ask for help/clarity where needed;
- develop their knowledge through self-directed study – further research, reading and questions;
- fully participate in all training opportunities through on the job experience, mentoring and coaching and formal training and learning;
- work toward becoming professional member/associate where appropriate;
- make the most of the opportunities available within NYCC; and
- demonstrate NYCCs expected behaviours of:
 1. focussing on customers and communities;
 2. taking responsibility;
 3. working together;
 4. acting with integrity
 5. building a culture of continuous improvement and innovation; and
 6. leading by example.

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Career progression

- The post is a 2 year development post which can be tailored (within reason) to meet the career aspirations of the post holder.
- The first 6 months will focus on learning the business of the team. In the second 6 months the post holder would take on more independent project work, in the second year they will be expected to manage a project independently with oversight rather than close supervision. They will also fully understand the nature of the business and be able to suggest organisational/operational change/developments as part of the leadership team.

Pay progression will be based on performance review at 6 months and then 12 months as follows:

- Months 1-6 spinal point 6, Grade E
- Months 7-12 spinal point 8, Grade F
- Months 13-24 spinal point 13, Grade G

Structure

[Insert your own organisation structure]



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Job Description

Job purpose	Typical graduate placements are required to deliver a range of projects within an area of specialism within the County Council to effectively meet the organisation's needs.
Operational management	<ul style="list-style-type: none"> • Develop understanding of the health and social care system, including how the various teams and services across NYCC and the NHS interact • Lead on research projects into new and emerging uses of technology in health and care • Conduct engagement with professionals and users to understand their views on the use of technology in care • Support the housing team in the development and support of Extra Care and Supported Housing • Support the Technology Enabled Care Practitioner in the development of practice guidance and information for front line staff • Work alongside Technology and Change colleagues to develop change management skills and work on limited scale change projects • Support the Housing, Technology and Sustainability Team in commissioning and service development activity • Deliver a quality service to internal and/or external customers as required • Provide a complete 'end to end' service delivery, establishing ownership and closure as needed • Support on the development, delivery and evaluation of interventions, including training and workshops to managers on the specifics for the project/service area. • Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, supporting on related policy and processes.
Communications	<ul style="list-style-type: none"> • Provide advice and guidance on the area of the service delivery the graduate is placed within as part of the project development and implementation. • Clearly communicate the requirements of the project and prepare clear written reports on progress and analysis carried out.
Partnership / corporate working	<ul style="list-style-type: none"> • Working with staff from across the different services of the County Council and partner organisations in some cases to support the efficient and effective delivery of services and achievement of project objectives. • Ensure links between the project and stakeholders are developed and maintained to provide an efficient service. • Develop a understanding of the wider role of the County Council
Resource management	<ul style="list-style-type: none"> • Identify and recommend appropriate action to service manager, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives.
Systems and information	<ul style="list-style-type: none"> • Utilise management information to facilitate achievement of objectives.

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	<ul style="list-style-type: none">• Use a range of computer systems to manage and progress case work, analyse and report on relevant data and to maintain effective communication.• Adopt new ways of working when new systems are introduced,
Policy and projects	<ul style="list-style-type: none">• Contribute to policy development, consultation and implementation process.• Support on Directorate and Corporate projects as appropriate with support from relevant service colleagues.

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Person Specification	
Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none"> Good understanding of how policies/procedures can be applied in practice to result in required outcomes. 	<ul style="list-style-type: none"> Good knowledge of relevant legislation Knowledge of change management processes Knowledge of Health and Social Care systems
Experience <ul style="list-style-type: none"> Experience of project work Experience of managing a busy workload within set deadlines 	<ul style="list-style-type: none"> Experience of working in a corporate and political context
Occupational Skills <ul style="list-style-type: none"> IT skills and ability to interpret and analysis data Communication, presentation and interpersonal skills Problem solving skills and the ability to find innovative solutions Influencing and negotiating skills Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately A coaching based approach to support managers and develop Delivering briefings and training to managers/other staff Flexibility and ability to work with ambiguity 	<ul style="list-style-type: none"> Policy formulation skills Coaching/mentoring Policy implementation skills
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role <ul style="list-style-type: none"> Education to first degree level Good standard of literacy and numeracy to level 2 or equivalent 	<ul style="list-style-type: none">
Other Requirements <ul style="list-style-type: none"> Team worker/collaborative working Self-motivated and commitment to equal opportunities Ability to travel extensively across the County 	<ul style="list-style-type: none">
Behaviours	Link