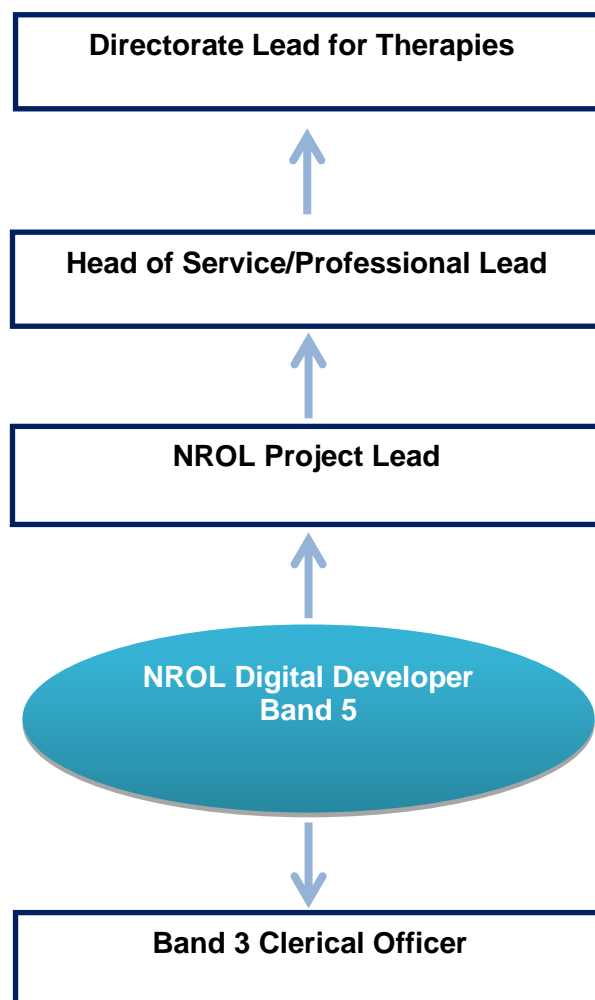


Welcome to the Countess of Chester

Neurorehabilitation Online Digital Developer Band 5



Your opportunity

Job summary

Working within the Neurorehabilitation On-Line (NROL) project team, the NROL Digital Developer's primary responsibility will be to enable the NROL project team, therapists and patients to access and use the digital platforms supporting the delivery of NROL therapy.

Responsibilities will include the design and future development of NROL digital resources and access to relevant systems across the participating Trusts in the Cheshire and Mersey region. This will include service delivery, evaluation and performance data collection. Central to the role is ensuring all patients have the technical support required to access their on-line therapy, and that this access is maintained throughout their therapy, through individualised packages of remote support.

The post holder will be responsible for developing, uploading and maintaining the NROL digital platform used and all central resources. They will advise staff on how to maximise their use of digital resources in the provision of NROL. Further they will contribute to the evaluation of the impact of this mode of learning using a variety of evaluation techniques and outcome measures in conjunction with the project team. Advanced communication skills will be required to work with patients who have acquired neurological difficulties which may impact their cognition and communication.

The list below is to outline the main duties involved; however this is subject to change and will vary within the given role. We ask all employees to be flexible in their role, to always ensure we are delivering Safe, Kind and Effective care.

Main Duties

1. To work within the NROL team to develop and access the digital resources to enable the therapy to be delivered via the on-line platform. This is on a Cheshire and Mersey Region footprint, working with all participating therapy staff across the Integrated Stroke Delivery Network.
2. To develop individualised packages of support for all patients referred to NROL to enable initial and continued access to on-line therapy, and to problem solve as required. This may require adaptations in communication and resource provision for patients with cognitive and communication difficulties.
3. To support the evaluation of NROL through data collection, patient outcome measures, and patient experience, contributing to the required monitoring reporting and research outputs.
4. To produce, maintain, and modify digital learning resources required for NROL.
5. To work with the NROL project team to highlight opportunities where digital tools and learning can enhance or support the delivery of NROL.

6. To liaise with internal IT Service Departments across the ISDN to agree technical IT solutions, where required for staff.
7. Support the Project Lead in the development and implementation of the NROL roll out programme.
8. Ability to organise own workload of short-, mid-, and long-term project goals within the project's agreed development plans.
9. To ensure a robust process is followed in respect of the development and quality assurance of digital resources.
10. To demonstrate best practice in respect of online and virtual developments e.g. ensuring accessibility and adherence to quality standards, information governance and security and confidentiality of patient information.
11. To evaluate developments online on a regular basis both immediately after use and in the future when staff have used their knowledge back in the workplace.
12. Make recommendations for change to the Project Lead and other stakeholders that are sustainable and appropriate.
13. Research innovative technologies and approaches for successful implementation of NROL, ensuring that own IT skills are well-maintained.
14. Attend stakeholder events within the therapy communities and work in collaboration with said communities as appropriate.
15. Monitor local and national initiatives in relation to online therapy delivery.
16. To assist staff with online learning related queries arising.
17. Provide on-going information, training and support to other teams within the organisation who are developing on-line therapy projects.
18. To assist in the project management of NROL, alongside the NROL Project Lead.
19. To proactively identify and resolve any issues relating to online therapy (site, content, delivery) within scope of role.
20. To promote on-line therapy as part of a hybrid model of service delivery.

Communication

1. Communicate with all grades of staff; Managers, NROL project team, therapists across the ISDN, the SQUIRE funding team, and Subject Matter Experts to ascertain accurate information delivering on-line therapy and resources.
2. Communicate and work with relevant stakeholders across the Cheshire and Mersey Region to get best use out of the systems for online therapy.

3. Use written, face to face and electronic communication for setting up meetings, running reports, presentation of findings.
4. Attend and contribute to team and project meetings.
5. Communicate on a one to one basis with patients, carers/family members, therapists, managers, supervisors and administrative teams, adapting communication skills as required and taking advice from therapists as to best strategies for communication with patients.

Training & Development

1. To take responsibility for own personal development planning and annual appraisal in partnership with line manager and comply with all Core and Essential skills training required for the role.
2. Facilitate training/awareness sessions, where required, to promote new product/service implementation
3. Collaborate with other digital developers to share learning.
4. Demonstrate and evidence personal continuous professional development including engagement with reflection on own practice and encourage in others.
5. Demonstrate own job role, for example to work experience students, and assist in the facilitation of work experience placements within the directorate.
6. Work across all areas of the Trust, wherever it is deemed appropriate.

Organisational Responsibilities

4. Provide supervision to other staff to enable cover for role staff, escalating any ongoing/significant issues to the Project Lead.
2. To provide expert advice with regards to online therapy delivery and best practice for creating effective, engaging, and interactive content and presentations.
3. Be aware of and adhere to all organisational and departmental policies and procedures.
4. Participate in business planning and service review exercises including generating ideas, embracing opportunities to develop income generation and projects for achieving Waste Reduction Programmes required by the department/directorate.

All employees of the Trust have a responsibility for their own health and wellbeing, to inform their manager and seek timely support via the Trust's Occupational Health and Wellbeing department.

All employees of the Trust have the responsibility to comply with the Trust's infection prevention and control policies and procedures at all times. Strict adherence to effective hand hygiene is essential.

You have a responsibility to respond to any safeguarding children or adult concerns that you encounter in your everyday duties. You must report any concerns as appropriate to your immediate and the relevant safeguarding lead within the Trust.

Person specification

	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • GCSE (or equivalent) in English Language – Grad C or above • L5 Diploma/NVQ qualification/ First degree in Technology enhanced learning or demonstrable equivalent experience • e-delivery/learning methodology related qualification or relevant experience • Evidence of Continuing Professional Development 	<ul style="list-style-type: none"> • Teaching qualification at Certificate in Education level (or equivalent experience) e.g. PGCE • Digital media qualification • Qualified in project management techniques
Knowledge and experience	<ul style="list-style-type: none"> • Experience of working within a therapeutic/learning environment • Experience of enabling people to access online resources • Knowledge of and experience of working with a range of hardware and software packages common in the NHS & general public • Knowledge of using advanced communication skills for interacting and supporting people 	<ul style="list-style-type: none"> • Consultancy experience including scoping out issues, putting together proposals and designing tailored solutions • Experience of supporting the delivering online therapy • Experience of working with people with acquired neurological difficulties
Skills and abilities	<ul style="list-style-type: none"> • Advanced IT Skills – Intermediate Level of Excel, Word, PowerPoint; at ECDL Level or above • Ability to think creatively in order to problem-solve or produce innovative ways of working • Highly developed planning and prioritisation skills 	<ul style="list-style-type: none"> • Excellent negotiation skills - Ability to influence colleagues at all levels across the organisations • Evaluation skills, the ability to evaluate the effectiveness of work



	<ul style="list-style-type: none"> • Ability to manage own workload, and work independently, to manage multiple deadlines • Flexible, enthusiastic, committed, and passionate about making a difference to the delivery of patient care • Well organised and methodical • Able to work with staff across all levels and professions across multiple Trusts • Able to develop networks both internally and externally • Professional, credible and tactful 	
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Occupational health

	What you need	Conducted by	Essential
Health screening	Paper documentation and health assessment	Occupational health nurse	Yes
Immunity required	<ul style="list-style-type: none"> • Measles • Rubella • (German Measles) • Varicella • (Chicken Pox) • Tuberculosis • Hepatitis B 	Occupational health nurse	Yes, vaccination recommended
EPP: Exposure prone procedure requirements	Screened for: <ul style="list-style-type: none"> • Hepatitis B • Hepatitis C • HIV 	Occupational Health Nurse	Yes, if role requires EPP
Please note that the above may vary dependent on job role and risk assessments. Should you need further clarification please contact the Occupational Health Department on 01244 365045.			

Our culture

Our vision

We will improve the lives of our community and provide excellence in health and care, through partnership and innovation.

Our values

Our Trust values and behaviours guide the way we do things. Our values are:

- **Safe:** Avoiding harm and reducing risk to all
- **Kind:** Considerate and non-judgemental
- **Effective:** Consistently maximising resources to deliver excellent and reliable care.

Our behaviours

We expect our staff to demonstrate the following behaviours:

