

Technology Advisors

Overview

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Descriptor

HSCPs in Scotland are increasingly investing in Technology Advisors.

The role of a Technology (Tech) Advisor is to provide support and guidance for assessment staff to ensure that consideration of technology enabled care and support is embedded in assessment, care management and review practice. The Tech Advisor will ensure that staff always have access to accurate and up to date information about the technology available to support people to meet their needs and achieve their outcomes

The precise role of the Tech Advisor can vary across HSCPs, and may include:

- providing information and signposting in relation to both telecare and consumer technology (off-the-shelf technology), demonstrating how items provided either by the service or service user can be brought together as a bespoke solution;
- providing flexible awareness raising and learning sessions for staff;
- creating resources which can be viewed by staff and/or shared with the people they are supporting to explain the outcomes technology can offer;
- advising on where people can get support to install and configure devices.

Features

- This dedicated role will provide up to date resources on best practice and innovation in technology and share/ promote this across the HSCP. There are multiple examples of how this is done in practice across the public and third sectors and the role can be flexible to meet the needs of any partnership model. Usually, this role is different to that of someone who would install or configure devices in someone's home. Installation and support may be offered in partnership with Third Sector organisations who have staff trained to deliver these or you may consider additional roles managed by the Tech Advisor to deliver this.

Benefits

- Staff across the HSCP will be better informed and supported, having a single point of contact in relation to telecare and consumer technologies. They will have a better level of awareness of technologies available, and confidence to consider them knowing that they have expert backup.
- People will have access to tailored technology solutions to support their health and wellbeing, and the option to use their own devices, which are already familiar to them.
- Offers people greater choice and control.

Impact

- Increase uptake in tech solutions, which may supplement or provide alternatives to paid support.
- Provides options for earlier intervention, reducing resource intensive crisis support.

Considerations

- Local funding to embed the role, and time for existing workforce to be upskilled.
- Recruitment timescales and finding the right candidates. Tech Advisors have a different skillset to existing teams.
- Consistent use of SDS for purchase of technology is important for equity of service.
- Capacity of telecare service providers to meet any increase in demand.
- Capacity for installation, configuration, ongoing support and removal of equipment.

Potential Costs

Salaries for posts with on costs and budget for equipment for testing and trials.