

Overview

This standard identifies the requirements when you lead on the use of digital technology to enhance the care and support of individuals. This includes sourcing innovative and existing digital technology, implementing change and supporting the digital skills of others.

Performance criteria

You must be able to:

1. lead opportunities for digital innovation in the workplace
2. work in collaboration to develop systems and procedures for sourcing, implementing, supporting and reviewing the use of digital technology
3. identify and agree the roles and responsibilities of yourself and others to source, implement, support and review the use of digital technology
4. establish the benefits of using digital technology to enhance the care and support of individuals
5. support individuals and others to access information, resources, or practical support needed to use digital technology
6. work in collaboration with individuals and others on risk management and positive risk taking for digital tools, devices and online platforms
7. support individuals and others to identify, access and set up environments that support access and use of digital technology
8. implement procedures to support individuals and others to explore and develop familiarity with digital tools and devices at their own pace
9. encourage the confidence and self-esteem of individuals and others through positive digital experiences
10. develop your own digital identity and that of your workplace
11. establish methods for individuals and others to review how digital technology has met their preferences and needs and identify and address and changes
12. complete records and reports required for use of digital technology
13. reflect on how you carried out your own roles and responsibilities to identify and implement digital technology to enhance the care and support of individuals

Knowledge and understanding

You need to know and understand:

1. how digital technology can enhance the care and support of individuals
2. the leadership role in supporting digital innovation in the workplace
3. how to work collaboratively with others to utilise the different expertise and skills they can bring when using digital technology
4. how to create positive digital experiences for individuals by applying trauma informed principles
5. how to support emotional regulation when using digital technology
6. how to lead on dignity, kindness and compassion when using digital technology to enhance care and support
7. principles of risk management and positive risk taking with digital technology
8. how to work collaboratively with individuals and others to review and feedback on how digital technology has met preferences and needs
9. how to support neurodivergence and additional needs by improving access and uptake of digital technology for individuals and others
10. how to respond to issues and concerns around innovation and digital technology to enhance care and support
11. how to develop systems and processes to support individuals and others with digital literacy
12. how to access, review and evaluate information on a positive culture of digital leadership
13. how to use digital technology and data to provide information to improve individual's health, wellbeing and independence
14. the recording and reporting requirements around digital technology in the delivery of care
15. how to make any digital solutions sustainable including any potential exit strategies if there are dependencies on types of digital technology
16. theories relevant to leading the use of digital technology
17. the relevant legal requirements, standards of practice, frameworks and guidance for leading the use of digital technology
18. the workplace requirements on equality, diversity, inclusion, and rights when leading the use of digital technology
19. how your personal experiences and unconscious bias may impact when leading the use of digital technology, and how to address this

20. the role of supervision, reflective practice and learning and development in the use of digital technology

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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Lead the use of digital technology

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