

## Job Profile Information: Mosaic Super User

This supplementary information for Mosaic Super User is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

### Camden Way Category 3

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### Role Purpose:

- To identify and provide immediate, expert, **hands-on support** to all staff using the Adults Mosaic system, to ensure practitioners have the necessary skills to enable them to progress through workflows and finance processes. To ensure workers are able to record accurately, efficiently and effectively in line with Adult Social Care policies, procedures, timescales and best practice guidelines, including the strategic plan, 'Supporting People, Connecting Communities' and the strengths based approach.
- To **monitor the correct usage** of Mosaic by workers through use of data quality/performance reports and direct interrogation of the system.
- To identify, and take the necessary action to resolve problems, including direct **data cleaning** alongside support and guidance.
- To provide cover for the **training** programme for new starters, refreshers and other bespoke training. For example, where the system is modified, to ensure all users are **trained and supported** in its full functionality to assure their continued accurate and efficient use of the system.
- To work with the ASC Senior Business Analyst, Mosaic Digital Skills Trainer, the supplier, IT and social work colleagues in **developing the system** to comply with changes in legislation, guidance and best practice.
- To undertake and document rigorous, planned **user acceptance testing** of in-house developments/improvements to the system as well as major implementations of upgrades to Mosaic, identifying and reporting problems to IT to enable solutions to be found prior to final implementation.
- To support all ASC services, including those operating within the NHS, such as Learning Disabilities, Mental Health and Substance Misuse services, to **ensure continuous improvement**, including where appropriate some extended targeted support.
- To support the work of the Mosaic Digital Skill Trainer in all aspects above

#### Example outcomes or objectives that this role will deliver:

- To provide on-site and remote support to workers using the Mosaic system by responding to requests for assistance, identifying and offering solutions to problems in a timely manner.
- To support users in making correct use of the system to ensure that correct legislative and procedural guidelines are met.

- To provide Mosaic workflow-specific training to practitioners and support staff as required. Training methods may take the form of group workshops, participation in team meetings, intensive one-to-one sessions, formal classroom sessions etc.
- To assist with the production and formatting of guidance notes and user aids as required.
- To identify usability issues relating to the fit between social work practice and system build and to feed this back into ongoing development of the system.
- To monitor system usage and identify training, support, process, procedural or compliance issues and take appropriate steps to address same.
- To be an expert user / superuser on Mosaic, with a detailed knowledge of the processes
- To have a good understanding of other business tools including Infoview reporting tool/Business Objects reports, Qlikview, the Microsoft Office suite of programs and other relevant bespoke systems.
- To assist the Mosaic Digital Skills Trainer and the ASC Senior Business Analyst in coordinating all the outstanding work tasks and processes which need to be incorporated into the system build and to assist with future phased enhancements.
- To undertake rigorous user acceptance testing of new / updated versions of the system and report results.
- To assist with implementing social statutory and procedural changes to the Mosaic computer system and other electronic government initiatives in Adult Social Care
- To provide a customer focused service; providing advice, assistance and guidance to internal and external customers, suppliers and agencies, taking responsibility for resolving complex queries and progressing issues to a successful outcome.
- To use knowledge and skills to provide an effective contribution to ongoing projects and evolving service developments including undertaking basic research and information gathering to support new business systems and value for money service delivery.
- To attend meetings with suppliers and attendance at workshops as directed.
- To undertake other duties appropriate to the post as required such as assisting with the implementation of information sharing and other related initiatives including statutory reporting requirements and other central government directives.
- To have a good awareness of GDPR and be able to identify any potential breaches of the regulations.
- To organise and co-ordinate high level meetings or events for the service; to produce and distribute agendas, providing information for the meeting and take high quality minutes; ensuring accuracy and timely follow up of all action points as required.
- To provide additional support to Prevention and Wellbeing Service relating to Camden Care Choices updates as required.

### **People Management Responsibilities:**

No people management responsibilities but the role will be expected to provide briefing and training sessions to staff at all levels.

The post holder will be required to deputise for the Mosaic Digital Skills trainer as required, ensuring co-ordinating availability to provide as continuous a service as is feasible.

**Relationships:**

Working with senior managers, HR and other decision makers in the London Borough of Camden, including the presentation of reports to senior management. The post holder will need to build relationships with a number of external stakeholders in health and the voluntary sector including senior level management in these areas.

Providing support and training to all social care and health staff who require access to the mosaic case management system. Working in partnership with Camden IT and ASC Business Analyst to deliver improvements and test upgrades to the system.

Work with the Resource Co-ordination Team to ensure finance processes within Mosaic are fully understood.

**Work Environment:**

Agile working approach based at 5 Pancras Square with visits to other locations as required.

**Technical Knowledge and Experience:**

- A working knowledge of the requirements of the Care Act and other Adults Social Care legislation, procedures and information requirements.
- A working knowledge of the Mosaic electronic case record system.
- Understanding of confidentiality issues, and how this is observed and maintained
- Ability to perform configuration and administration tasks to ensure staff are set up correctly on Mosaic.
- Ability to use MS Office programmes (Word, Excel and PowerPoint) and gain a detailed understanding of new applications relating to Adult Social Care.
- Excellent inter-personal skills, ensuring customer interactions are conducted professionally with dignity, respect and in a friendly manner.
- Excellent verbal, written and personal skills including the ability to explain complex information clearly and accurately.
- Strong presentation skills and the ability to convey complex information, clearly and succinctly.
- Ability to share appropriate training and self development to obtain skills and competencies and to mentor and train other colleagues in the use of computer systems
- Ability to identify and develop service improvements and opportunities for cost savings
- Ability to deliver high quality services as defined by the councils ways of working standards including effective management principles and supportive team working
- Ability to work accurately, efficiently, methodically and in a timely manner, demonstrating effective self management, organisation and administrative skills
- Ability to research and analyse management and financial information and present complex data as simply and meaningfully as possible
- Ability to direct and use own initiative to make and take informed decisions which are both customer focused and achieve success

- To undertake other duties and responsibilities as may reasonably be required by service needs to reflect the evolving nature of the organisation, commensurate with post grade and status
- To work flexibly within a team and respond effectively to different demands and situations, managing own time effectively to meet deadlines

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

**Structure Chart**

