

Nourish Implementation Support

Job Description and Person Specification

Salary: £31,116 OPS28

Contract: Fixed term - This is a 6-month fixed term contract (FTC) or secondment opportunity, with potential for extension

Responsible to: Quality and Compliance Manager

Location: Hybrid, based at Sense TouchBase Pears in Birmingham, with national travel. This is an organisation-wide role covering England, Wales and Northern Ireland.

Hours: 37.5 hrs / week. Flexible – must be able to work across the week to meet the needs of the business. Overnight stays will be necessary.

About Sense

We are Sense, a leading disability charity. We offer personalised, creative and flexible support at every stage of life.

We believe that every disabled person should have the opportunity to connect with others and be included in the world. We use our knowledge and expertise to deliver personalised, creative and flexible support. at every stage of life.

About the role

From April 2025, it will be a requirement for all CQC regulated services to have a Digital Social Care Recording System (DSCR). Sense is currently in the process of transferring all residential and supported living services from paper-based records to a digital recording



system. We want to ensure we have a smooth transition and that our teams across operational services are confident and able to use the new system effectively.

Your role as a Nourish Implementation Coach will be pivotal in ensuring the success of this project. You will be reporting to the Quality Compliance Manager and working on supporting operations with the implementation of Nourish to meet service need. Currently this role is based in the Midlands, but in the future will be open across the other regions in the UK.

Key responsibilities

As an Implementation Coach for Nourish, you will:

- Support the training and adoption of Nourish across our operational services nationally.
- To provide direct support to services nationally both in person and remotely.
- Support the delivery of bespoke training and mentoring to staff groups or on a 1:1 basis as and when required.
- Collate feedback and identify trends and issues to be able to inform further training requirements.
- Supporting managers with administration and data input when implementing Nourish.
- Understand the needs of employees who may communicate in different ways, such as sign language or using alternative technologies.
- Contribute to the safeguarding of people we support by adhering to Sense safeguarding policies and procedures.
- Comply with Sense's Policies, including our Equality, Diversity and Inclusion Policy.
- Carry out any other duties consistent with the grade of the post.



Person Specification

Knowledge and Experience

- Experience of working in adult social care.
- Experience in using a digital social care record platform or healthcare management system, preferably Nourish, however training on this system will be provided.
- Proven experience of working across different teams in different settings.
- Experience of training and coaching.
- Experience of delivering face to face and remote learning.
- A demonstrable commitment to enabling an inclusive and diverse workforce.
- A commitment to people with complex communication needs and Sense's vision and values; a willingness to learn how to communicate with people with complex communication and identify the barriers to their participation in all aspects of Sense's work.

Skills

- Excellent standard of literacy and numeracy.
- Excellent level of IT literacy. Proficient user of IT, including online communication tools (Teams / Zoom), word processing, data input, presentations, use of pdf documents.

Personal circumstances

- You will need to be able to travel locally and nationally, including locations that do not have easily accessible public transport.
- As this is an organisational-wide role, you will need to be able to stay overnight to attend or deliver training/meetings.



Our values

Everything we do is underpinned by five core values. These values shape the way we work as we pursue our vision of a world where no one, no matter how complex their disabilities, is isolated, left out, or unable to fulfil their potential.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

Other information

- This job description does not form part of the employment contract.
- This post is exempt from the Rehabilitation of Offenders Act.

July 2025