



JOB DESCRIPTION

POST: Tech to Community Connect Area Coordinator (Surrey Downs and East Surrey)

HOURS: Full time (36 hours per week, worked flexibly).

TERM: Fixed term contract of 12 months with the possibility of extension subject to securing funding.

SALARY: £24, 000 per annum

LOCATION: Home Based in the Surrey Downs or East Surrey area with regular travel across the area and occasional travel to the office base in the Guildford.

REPORTING TO: Peter Dommett (Tech to Community Connect Project Manager)

ACCOUNTABLE TO: Surrey Coalition Board

Who we are

Surrey Coalition of Disabled People is led by disabled people for disabled people. Surrey Coalition aims to promote the rights of disabled people to have equality of opportunity and independence. Members are involved in a broad range of activity across the county and beyond, including co-production groups and forums, co-design of health and care service specifications, service monitoring, campaigning and influencing, technology and innovation projects, mental health and supporting and promoting projects and campaigns that are aimed at improving the health and wellbeing of disabled people in Surrey.

Introduction to the role

Unpaid carers, people who are Disabled, people who are older and people who have long-term health condition are all at a statistically higher risk of experiencing loneliness. People who are digitally excluded are more likely to experience social isolation and social isolation is one



of the key contributors to loneliness. Covid-19 has made those who are digitally excluded even more isolated and data is already showing increased levels of loneliness as a result of the pandemic.

We have collaborated with Surrey Downs and East Surrey Integrated Care Partnerships (ICPs) and wider system partners on the design and development of a project to use digital inclusion and virtual activity groups to reduce feelings of loneliness and isolation.

Tech to Community Connect is a collaborative project led by Surrey Coalition of Disabled People and Action for Carers Surrey. The service includes the provision of a device, a 'match' with a volunteer tech angel and digital literacy guides, the provision of a programme of virtual social and activity groups and, finally, the opportunity for people to virtually volunteer.

The project has been successfully piloted during 2020 and has just been funded for a further 12-months.

Purpose of the role

To coordinate referrals into and through the project, making sure that residents facing digital exclusion and loneliness get the support they need to get (and stay) connected.

Main tasks

1. Coordination of Tech to Community Connect activity in the East Surrey and Surrey Downs ICP area.
2. Using existing project monitoring and evaluation documents to track the progress people are making and to assist in evaluating the effectiveness of the project.
3. Coordination of referrals: following the agreed process to accept referrals, complete baseline surveys and match participants to an appropriate Tech Angel and co-produce a plan to help them achieve their objectives. Identification of requirements around device, data supply and tech support for each participant. Coordinate the timely and safe delivery of devices to participants.



4. Communicate with referrers and, where appropriate, keep them informed of progress.
5. Data input into a database and records system following all data security policies.
6. Identify and send appropriate links to allow the client to engage with their chosen virtual groups. For referrals that do not progress, communication with the referrer and appropriate signposting to sources of alternative support.
7. On-going monitoring of project participants and their use of the groups, taking action where people are at risk of leaving the project. Reporting on issued devices, keeping a log of where these are issued and arranging for devices to be recovered at the end of the agreed long term loan period.
8. Promote and identify those participants who are willing to provide testimony or case studies for the project.
9. Facilitation and coordination of a range of virtual interest and activity groups.
10. Working with the Volunteer Coordinator, develop and promote a group facilitator volunteer role.
11. At all times work in a manner that reflects the values of the organisation.
12. Understanding that the project is a collaborative effort, to promote the work of all organisations involved and to work collaboratively with system partners.
13. Working with the Tech Trainer, support the production of accessible documentation and reviews for products used or supported by the project.

Person specification

Excellent communication skills with the ability to communicate effectively in a range of formats and with a variety of audiences (E)

Advanced organisation and coordination skills (E)

Experience and knowledge of working with people who are disabled, have a long-term health conditions and/or carers (D)



Good level of computer literacy including all Microsoft packages with experience of using a range of databases (E)

Experience and/or knowledge of working or volunteering in digital inclusion (D)

A high degree of self-motivation and able to work on own initiative (E)

Confident and persuasive presentation skills (D)

Experience in group facilitation or training (D)

Volunteer management knowledge and experience (D)

A good understanding of the Health, Social Care and VCFS system (D)

The ability to work safely from home and willingness to do so (E)

Live in the Surrey Downs or East Surrey area (E)

The ability to travel around the county as required including daily travel in Surrey Downs and East Surrey (when government restrictions allow) and occasional travel to the main office base in Burpham (E)

An understanding of GDPR and adult safeguarding principles (E)

This role requires the successful applicant to be subject to an Enhanced Disclosure and Baring Check.

Jan 2021