JOB DESCRIPTION

POST: Digital Inclusion Outreach Officer

HOURS: Part time (30 hours per week, worked flexibly).

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

SALARY: £19, 992 - £21, 658 per annum pro rata depending on experience and qualifications (£24, 000 - £26, 000 FTE)

LOCATION: Home and community based in the Spelthorne, Runnymede or Woking 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

People with mental ill-health, people from BAME groups, people who are disabled or living with a long-term health condition and unpaid family carers are all at a higher risk of experiencing digital exclusion.

Digital exclusion is a health inequality in its own right and is also a major contributor to loneliness and social isolation.

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

We are working as part of a cross-system project team, to design and deliver an outreach programme for digital exclusion, particularly focused on people from BAME groups with mental ill-health. This programme will be focused on the Spelthorne, Runnymede, and Woking area as this is an area that has been identified as having particularly high levels of need.

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.

Purpose of the role

To pro-actively work with communities in the identified area to approach those who are experiencing digital exclusion and to enrol them in the project. To coordinate referrals into and through the project, making sure that residents get the support they need to get (and stay) connected. To work closely with the Volunteering Assistant to help to recruit a team of 'Tech Angels' from the communities that are experiencing digital exclusion, so that project participants can benefit from their support and training.

Main tasks

1. Coordination of Tech to Community Connect activity in the North West Surrey area.
2. 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.
3. Using existing project monitoring and evaluation documents to track the progress people are making and to assist in evaluating the effectiveness of the project.
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.
7. For referrals that do not progress, communication with the referrer and appropriate signposting to sources of alternative support.
8. On-going monitoring of project participants and their use of the groups, taking action where people are at risk of leaving the project.
9. 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.
10. Promote and identify those participants who are willing to provide case studies for the project.
11. In collaboration with the Volunteering Assistant, provide facilitation and coordination of a selection of virtual interest and activity groups according to the interests of project participants.
12. Working with the Volunteering Assistant, develop and promote a group facilitator volunteer role.
13. At all times work in a manner that reflects the values of the organisation.

14. Understanding that the project is a collaborative effort, to promote the work of all organisations involved and to work collaboratively with system partners.
15. Working with the Technology Trainer, support the production of accessible documentation and reviews for products used by the project in a variety of languages and formats.

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)

Experience of pro-active outreach work with people from Black, Asian and Minority Ethnic (BAME) groups (D)

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

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 Voluntary, Community and Faith (VCFS) sectors (D)

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

Live in the Spelthorne, Runnymede or Woking area (E)

The ability to travel around the county as required including daily travel in North West 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.

February 2021