



JOB DESCRIPTION

POST: Digital Inclusion Volunteering Assistant

HOURS: Part time (18 hours per week, worked flexibly).

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

SALARY: £11, 000 - £12, 000 per annum pro rata depending on experience and qualifications (£22, 000 - £24, 000 FTE)

LOCATION: Office based in the Burpham, Guildford area (when Covid restrictions allow).

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 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

Working with the Tech to Community Connect Volunteer Coordinator, recruit, train, support and coordinate a team of Volunteer Tech Angels to assist residents in becoming digitally connected to reduce loneliness and isolation. Administrative support to the project, including assisting in managing a device library and coordination of pick-ups and drop-offs of equipment.

Main tasks

1. To recruit volunteer Tech Angels in collaboration with the Outreach Officer and in line with our recruitment procedures to ensure that there is a robust, well trained team of volunteers available for matching with project participants.



2. To work with the Volunteer Coordinator to support volunteer induction and training to ensure that all Tech Angels are trained to an appropriate level and to give them the opportunity to develop their skills through on-going training.
3. To coordinate the 'matching' and activity of Volunteer Tech Angels, maintaining reports of their work.
4. Promotion of the project to likely sources of volunteers and/or referrals across the area working in partnership with organisations across the system.
5. Data input into a database following company data security policies
6. Ensure relevant records are kept for volunteer interactions
7. On-going line management of the volunteer team, working with the Outreach Officer to resolve any issues as they arise following volunteer management best practice guidance.
8. Taking responsibility for ensuring that volunteers have any necessary personal protective equipment (PPE) to fulfil their role in line with government advice.
9. Working with the Outreach Officer to coordinate/facilitate appropriate virtual groups that are culturally appropriate for participants on the project.
10. Working with the Volunteer Coordinator to develop a group facilitator role and the promotion of this with project participants, providing the support necessary to make this feasible.
11. To work on a range of volunteer case studies that can be shared to demonstrate the impact of the project from the perspective of a volunteer Tech Angel.
12. To complete any other administrative tasks to support the Tech to Community Connect project.
13. To always 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.



Person specification

Good communication skills with the ability to communicate effectively in a range of formats with people from a variety of backgrounds (E)

Advanced organisation and coordination skills (E)

Volunteer Management knowledge and experience (D)

Experience and knowledge of working with people who are disabled, living with long term health conditions, family carers and/or people from other marginalised 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)

Experience in group facilitation or training (D)

A good understanding of the Health, Social Care and Voluntary, Community and Faith (VCFS) sectors (D)

The ability to work from the office base in Burpham (when Government restrictions allow). The ability to work safely from home when required (E)

The ability to travel around the county as required (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