JOB DESCRIPTION

POST: Volunteer Coordinator for Guildford and Waverley, Tech to Community Connect

HOURS: Part time (18 hours per week, worked flexibly to include at least one evening per week).

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

SALARY: £11,000 - £12,000 per annum (actual for part time role), full time equivalent £22,000 - 24,000 per annum depending on experience and qualifications.

LOCATION: Homebased in the Guildford and Waverley area with regular travel across the area and occasional travel to the office base in Burpham.

REPORTING TO: Volunteering Lead, Surrey Coalition

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, mental health, technology and innovation projects and supporting and promoting projects and campaigns that are aimed at improving the lives 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.

Tech to Community Connect is a collaborative project led by Surrey Coalition of Disabled People and Action for Carers Surrey. The project works closely with other voluntary sector organisations such as Surrey Minority Ethnic Forum, Catalyst and many more. 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 Tech to Community Connect service will soon be on offer right across Surrey. The service is well established in East Surrey ICP area and Surrey Downs ICP area. North West Surrey ICP is launching the service in June 2021 and Guildford and Waverley ICP will be launching in August 2021.

Purpose of the role

To recruit, train, support and coordinate a team of Volunteer Tech Angels to assist residents in becoming digitally connected to reduce loneliness and isolation.

Main tasks

1. To recruit volunteer Tech Angels in collaboration with the Area Coordinator and in line with our recruitment procedures to ensure that there is a robust, well trained team of volunteers available for matching with service participants.
2. Working with the Volunteer Coordinator in other areas, coordinate and support the volunteer training plan to ensure that all Tech Angels in your team are trained to an appropriate level and to give them the opportunity to develop their skills.
3. In collaboration with the Area Coordinator, to coordinate the 'matching' of Volunteer Tech Angels and providing on-going

supervision for volunteers – including those who are in a 'match' with one or more project participant and those who are waiting to be 'matched'.

4. Promotion of the project to likely sources of volunteers for a range of roles and/or referrals across the area working in partnership with organisations across the Integrated Care Partnership.

5. Data input into a database following company data security policies

6. Ensure relevant records are kept for volunteer interactions

7. Taking responsibility for ensuring that your volunteers have any necessary personal protective equipment (PPE) to fulfil their role in line with government advice.

8. Facilitation of a virtual interest/activity group, according to the needs and interests of project participants.

9. 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.

10. To complete any other administrative tasks to support the Tech to Community Connect project.

11. To always 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.

Person specification

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

Good organisation and coordination skills (E)

Volunteer Management knowledge and experience (D)

Experience and knowledge of working with people with long term health conditions, care and support needs and/or carers (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)

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 within the Guildford and Waverley area (D)

The ability to travel around the county as required including 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.

June 2021