**JOB DESCRIPTION**

**POST**: Tech to Community Connect Project Manager

**HOURS**: Part time (28 hours per week, worked flexibly to include at least one evening per week).

**TERM**: Fixed term contract of 9 months with the possibility of extension subject to securing funding.

**SALARY**:

£22, 048 per annum (actual), full time equivalent £28, 080 per annum

**LOCATION**: Homebased in the East Surrey area with regular travel across the East of the county and occasional travel to the office base in the Guildford area.

**REPORTING TO**: Clare Burgess (CEO, Surrey Coalition of Disabled People)

**ACCOUNTABLE TO**: Clare Burgess (CEO, Surrey Coalition of Disabled People). The project is being run jointly with Action for Carers Surrey. Whilst you will be managed by Surrey Coalition of Disabled People you may on occasion be given direction by Action for Carers Surrey.

**Who we are**

Action for Carers Surrey provides information, advice and support for carers all across the county. Including benefits advice, advocacy, guidance on moving and handling, support groups, free resources and more. Action for Carers Surrey also has specialist support available for young carers, young adult carers (18-24), and people connected to the Armed Forces.

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. Both organisations recognise the growing issue of loneliness in our community and the impact that this has on physical and mental health. Both organisations have on-going interest and work focused on technology and a curiosity for new innovations that can benefit the people we work with.

We have collaborated on the design and development of a project to investigate the use of technology and virtual groups in reducing feelings of loneliness and isolation in people with care and support needs and carers across Surrey. We have been awarded a Better Care Fund grant to allow us to run this pilot project for 6-months with a preceding 3-month project initiation phase.

**Purpose of the role**

To project manage Tech to Community Connect – East Surrey, from Project Initiation through to Project Close or Transition

**Main tasks**

1. Overall project initiation and project management
2. Design project tools and resources including an outcome measurement tool, referral form and process and policy development.
3. Volunteer recruitment, selection, training and development and line management – the development of a team of Tech Angels.
4. Promotion of the project to likely sources of referrals across the area working in partnership with Surrey Coalition and Action for Carers Surrey and in collaboration with Health, Social Care and VCFS partners.
5. Coordination of referrals: following the agreed process to accept referrals, complete baseline surveys and arrange Tech Angel assistance to get the participant started with their chosen virtual groups. For referrals that do not progress, communication with the referrer and appropriate signposting to sources of support.
6. Data input into a database following all data security policies
7. On-going monitoring of project participants and their use of the groups, taking action where people are at risk of leaving the project.
8. Facilitation and coordination of a broad range of virtual interest and support groups
9. Coordination of a range of technology equipment including placing orders for new devices, keeping a log of where this is issued and arranging for the device to be recovered at the end of the agreed period.
10. The development of a group facilitator role and the promotion of this with project participants, providing the support necessary to make this feasible.
11. Monitoring of project outcomes and completing a written monthly progress report
12. Evaluating the project: writing the evaluation of the project using data collected at each stage and personal stories
13. To evidence and articulate project outcomes to assist in securing future funding should the project prove to be successful
14. Any other task that Surrey Coalition of Disabled People believe to be appropriate to support the project and/or the technology.
15. To at all times work in a manner that reflects the values of the organisation.
16. Understanding that the project is jointly run, to promote the work of both organisations and to work collaboratively with Action for Carers management and staff.

**Person specification**

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

Excellent project management skills with demonstrable experience of leading projects from initiation to close. (E)

Strong line management skills and experience (E)

Volunteer Management knowledge and experience (D)

Advanced organisation and coordination skills (E)

Experience and knowledge of working with people with care and support needs and/or carers (E)

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)

Excellent report writing skills with experience of writing evaluations and/or impact reports (E)

Confident and persuasive presentation skills (E)

Experience in group facilitation or training (E)

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 East Surrey area (D)

The ability to travel around the county as required including daily travel in East Surrey and regular travel to the main office base in Burpham (E)

Access to own vehicle and full driving licence or an ability to demonstrate how you could fulfil the requirements of the role without this (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.

January 2020