

Digital Community Coordinator

Job Description

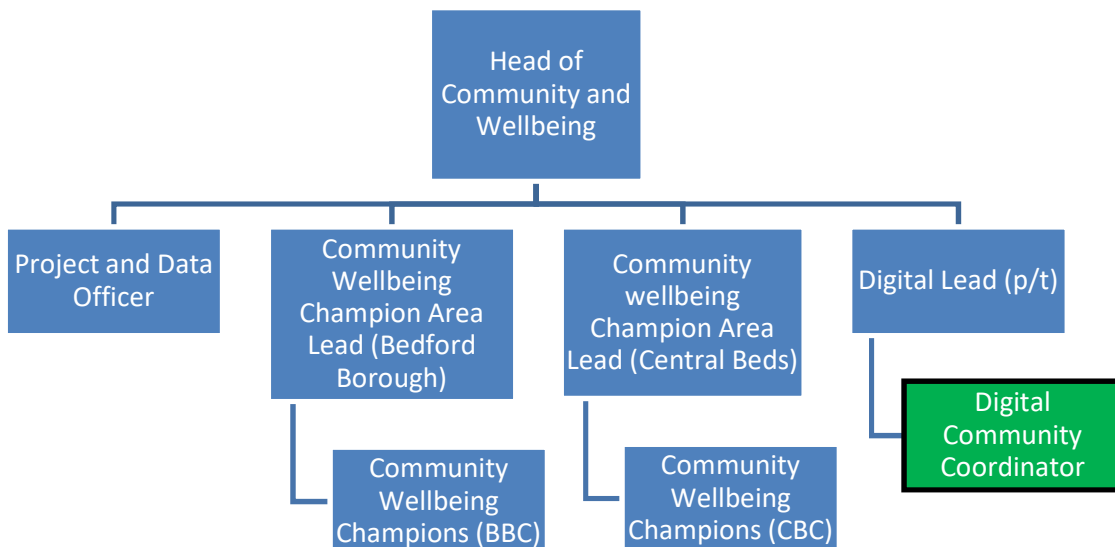
Job Purpose

The digital champion is responsible for delivering the You can do IT! programme on behalf of Beds RCC. You Can Do IT! aims to support residents to connect digitally to improve their health and wellbeing.

The post-holder will:

- Motivate and inspire residents/ referred clients to make the most of digital technology, principally to improve their health.
- Support them to develop their basic digital skills such as surfing the internet, emails, social media, online banking or joining a health appointment via an online platform. Training may be delivered in a range of community settings, a group or on a 1:1 basis.
- Develop a device loan scheme for residents unable to provide their own.
- Recruit and train volunteers who can act as Digital Buddies in their community, cascading the above training.

The post holders report to - Digital Lead.



Job responsibilities

Digital Community Coordinator

- Receive referrals from authorised referrers within the Locality area, and contact service users within 7 days.
- Identify and assess the needs of each client. Signposting them to the correct package for them.
- Develop a device loan scheme, including working with line manager to create safeguarding measures/ policy.
- Co-produce a simple support plan identifying what services and activities the service user has chosen to take up in order to address the identified non-medical needs, and what support they require to digitally connect
- Recruit and train volunteers who can act as Digital Buddies in their community (primarily through Good Neighbour Schemes). Identify, and connect service users with, digital buddy and local digital support.
- Map the resources available in communities to create a comprehensive list of digital buddies and local digital support.
- Develop training materials
- Design and deliver group or 1:1 session 'lesson' plans; and support volunteer Digital Buddies to deliver these sessions independently.
- To ensure that all support provided is person-centred and learner-led.
- To provide peer support for Volunteer Digital Buddies.
- Monitor, record and evaluate progress and outcomes for service users at different stages, as well as outcomes for the health system
- Help to promote the service to relevant referral partners, and liaise with referral partners on an ongoing basis to ensure effective joint working. You may be asked to present at large-scale events, community groups, and existing workshops
- Act as the lynchpin between Community Referral (social prescribing) service and You can do IT! programme ensuring the patients referred by primary care are supported to become digitally connected.
- Using the systems provided, maintain confidential client records and provide regular progress reports
- Work with the Head(s) of Department, Digital Lead & Good Neighbour Co-ordinator to review and develop the service across Bedfordshire

General

- Report monthly (or as required) to line-manager
- Actively pursue self-development, identifying training and Continuing Professional Development needs and potential solutions
- Adhere to BRCC's policies and procedures at all times
- Undertake other duties as may reasonably be requested

Person Specification

Educational Qualifications	
Essential attributes	Desirable attributes
Qualified to Level 3 (Intermediate Higher Education or equivalent) or similar demonstrable level of ability	Qualified in relevant discipline, e.g. Information Technology or Computer based projects, project management
Skills and knowledge	
Essential attributes	Desirable attributes
High level of IT literacy Demonstrable track record of successful project delivery and achievement of objectives in liaison with partners	Experience of working in community development arena
Experience	
Essential attributes	Desirable attributes
Effective written and oral communication skills Ability to operate a range of IT devices, platforms and apps Ability to prioritise and juggle multiple priorities Experience of Partnership and Networking to enhance project delivery Customer focussed	Experience of teaching & learning Project monitoring experience Helpdesk/ support desk
Personal qualities	
Essential attributes	Desirable attributes
Ability to explain information/instructions simply and clearly to a wide range of clients Organised, methodical and logical approach Ability to work with minimal supervision High attention to detail & accuracy Energy and enthusiasm	A desire to help people improve their wellbeing
Other	
Essential attributes	Desirable attributes
Own vehicle and full driving licence - ability to travel independently Approved DBS check (can be undertaken by BRCC) Prepared to work flexible hours if required, including occasional weekends / evenings	First Aid at Work certificate