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**NHS CHARITIES
TOGETHER**

Digital Inclusion Project Lead - Job Description

EMPLOYER: WECAN (West Essex Community Action Network)

Location: West Essex (Based in Dunmow)

HOURS: 37hrs (Per week)

SALARY: **Up to £31,000 (Dependent upon experience)**

ANNUAL LEAVE: **26 Days + Bank Holidays**

PENSION: NEST scheme

DURATION OF CONTRACT: Fixed Term for two years

RESPONSIBLE FOR: Project Volunteers

RESPONSIBLE TO: **WECAN Director (CEO CVSU)**

BACKGROUND:

WECAN (West Essex Community Action Network) is a Social Enterprise formed by the 3 long-standing VCSE infrastructure agencies servicing West Essex (Council for Voluntary Services Uttlesford, Rainbow Services, and Voluntary Action Epping Forest). Supported by the CEOs and Chairs of these 3 charities, WECAN has been formed as a vehicle for the three member organisations to jointly deliver and for smaller local West Essex charities, statutory bodies, and other organisations to form partnerships which build a greater and more streamlined delivery model across the area and enable them to jointly bid for larger pieces of work and retain a local angle. WECAN builds stronger links and opportunities between the VCS, Commissioners, statutory partners and business for the benefit of the community in West Essex and facilitates and coordinates bids which add capacity and value to local service delivery.

WECAN has been awarded a grant by the NHS Charities Trust to co-ordinate a Digital Inclusion Project focusing upon those living with mental ill health within our community who are particularly economically digitally excluded, and who are struggling with their mental health. One of the projects primary aims being to increase access to digital kit, skills and infrastructure amongst the general community and in addition the minority groups within our community. Ultimately meaning that with this increased digital inclusion enabling improved access to online mental health resources and tools.

JOB PURPOSE:

This project will work with Local Authorities, VCS groups and health partners to provide both access to technology and data, as well as directed support to BAME and MH communities to enable them to benefit from virtual interventions and services.

Within this project we will carry out several diverse work-streams to enable success:

- Identify the individuals or families that might be in need (working cross-sector);
- Establish a process and facility for organisations to donate unwanted reusable equipment;
- Develop a data-matching process to match those in need to the equipment available;
- Develop a ground-breaking 'Databank' concept that would allow local residents to either donate funds towards the purchase of data packages or to donate unused data allowances from their monthly packages alongside agreeing with telecoms providers a range of subsidised connectivity packages that can be purchased for identified individuals and families and / or a mechanism through which people can donate their unused data allowances
- Deliver a 'Digital Buddies' skills support network that can assist with use of equipment making the most of online access including linking up existing schemes;
- Develop a single online platform through which all of the above can be processed.
- Partner with specialist Mental Health Engagement Worker who will promote, explain, and support people with mental health needs to engage with the project and benefit from digital interventions;

- Organise focused communications, events, and activities for BAME communities with key partners supporting these demographics, to highlight the services virtually available and support them to access them effectively.

GENERAL RESPONSIBILITIES

1. To recruit and support volunteers to broaden the reach of the project, to extend impact and to ensure longer term sustainability.
2. To produce information and publicity for the project and to generally promote the “local” approach within the designated areas and the wider community.
3. To liaise with appropriate district authority officers and other community groups, to collect and collate local intelligence, including creating and maintaining a database of activities (using existing tools and networks) to signpost people to.
4. To assist in knowledge, share with other interested parties and to promote the project approach.

SPECIFIC RESPONSIBILITIES

Create detailed project plan
Create Communications Strategy
:- Stakeholder analysis
:- Identify 'priority group' experts for consultation
Data matching / Identification of Intervention Cohort
Contact partners to discuss data sharing
:- Local Authorities
:- Community & Voluntary Sector
:- Health Partners
Explore GDPR implications for data sharing
Agree and sign data sharing agreements as appropriate
Identify and secure resource for data matching exercise
Establish datasets that can be used in project
:- Local Authorities
:- Community & Voluntary Sector
:- Health Partners
Establish criteria for priority group interventions
:- Consult priority group experts
:- BAME
:- Mental health
Identification of pathways for priority group referrals
:- Local Authorities

:- Community & Voluntary Sector
:- Health Partners
Create draft guidance and checklists for client interactions
Consult priority group experts on guidance notes and checklists
Finalise guidance and checklists
Create draft referral pathway and 'assessment of need' process
Test referral pathway and 'assessment of need' process
Review referral pathway and 'assessment of need' process
Finalise referral pathway and 'assessment of need' process
Launch pilot project to 'priority group' support organisations
Launch pilot project to referral partners
Begin pilot referral project
Report progress and impact
Review pilot project
Provision of Devices / Equipment
Provision of repurposed devices
Contact / meet expert on data cleansing and device repurposing
Identify processes required to repurpose devices
Create T&Cs for donation of equipment (type, condition, ownership etc.)
Create route for public donation of devices
Establish route and cost for repurposing devices
Agree standards and create guidance for repurposing of devices
Identify and contact potential corporate sources of devices
:- Explore linkages with DIZ corporate partners (CSR Donations)
:-- CGI
:-- KAO Data
:-- Volker Wessels
:-- Local Authorities - Broxbourne, EHDC, EFDC, Harlow, UDC
:-- Heath Partners - PAH, WE CCG, EPUT
:- Confirm volume / type / age / condition of devices available
:- Arrange secure storage space for donated devices
:- Arrange collection/ delivery of pilot donated devices
:- Commission cleansing and repurposing of devices
:- Sign off / Certify devices as 'ready to use'
:- Create register of donated devices for reuse
:- Dispose of unusable devices
Identify sources of appropriate open source apps / software for devices
:- Internet access
:- Internet security
:- 'Office' type apps / software - documents, spreadsheets etc.
:- Communications apps / software - Skype, Zoom, email, messaging etc.

:- Image, video viewing
:- Games
Clarify any available device / app / software support pathways available
Confirm T&Cs for receipt of equipment (ownership, care, support, proper use etc.)
Provision of new devices
Identify / contact potential corporate donors of new devices
:- Explore linkage with Enterprise nation and Amazon
:- Explore linkage with DevicesDotNow
:- Explore linkages with DIZ corporate partners (CSR Donations)
:- CGI
:- KAO Data
:- Volker Wessels
Create T&Cs for donation of equipment (type, condition, ownership etc.)
Arrange secure storage space for new devices
Arrange collection/ delivery of new devices
Create register of donated devices for reuse
Identify software / apps to be provided
Create T&Cs for receipt of equipment (ownership, care, support, proper use etc.)
Clarify any available device / app / software support pathways available
Connectivity
Identify potential telco providers to engage
Contact selected providers re involvement in scheme
:- Mobile data
:- EE
:- Vodafone
:- Fixed broadband
:- Gigaclear
:- BT
Confirm telco partners for project
:- Mobile data
:- Fixed broadband
Contact Good Things Foundation re joint working / potential pilot project
Conduct local research to establish local public appetite to donate
Detailed discussions with telco partners of data donation / subsidised broadband
Establish mechanisms for public donation of unwanted / unused mobile data
Establish mechanism for public donation of funds to purchase connectivity
Tie in mechanism to potential Good Things Foundation pilot

Establish criteria for cohort receiving provision of connectivity support
Establish products available to the supported cohort
:- Mobile vs fixed
:- Tablet, phone, laptop, pc
:- One-off vs ongoing
:- Paid for vs subsidised
Establish T&Cs for the receipt of donated data, connectivity provision (proper use etc.)
Launch test / pilot project
Review pilot project
Share learning with Digital Newcastle
Development of branding / logo / marketing material
Integrate donation mechanisms with digital platform to enable self-service donation
Soft launch of scheme to local public
Promotion of platform / scheme
Establish monitoring, reporting and governance of donations and allocations
Evaluation of pilot project
Establish criteria for wider provision of connectivity support
Wider launch and promotion of scheme / platform
Digital Skills Training and Support
Identify pre-existing digital training and support networks eg. Digital Buddies
Establish area-wide digital training / support collaboration / working group
Establish capacity of existing provision to support project
Identify gaps in training and support provision
Establish budget for additional training and support provision
Recruit / Commission new training and support resources
Consult 'priority groups' experts on specific training / support requirements of groups
:- Develop 'priority group' appropriate training guidance
:- Test training support provision for priority 'groups'
:- Create support materials for 'priority groups'
:- Make support resources available on the Online Platform and DIZ website
:- Establish pathway for referral of training need
Evaluate impact of 'priority group' training and support
Identify / secure resources for provision of ongoing training and support
Develop training and support offer for wider provision
:- Develop 'all inclusive' appropriate training guidance
:- Test 'all inclusive' training support provision
:- Create 'all inclusive' support materials
:- Make 'all inclusive' support resources available on the Online Platform and DIZ website
:- Establish 'all inclusive' pathway for referral of training need

Link to Data Matching work stream
Link to Devices work stream
Link to Connectivity work stream
Digital platform
High level scoping of platform requirements
Soft market testing to establish likely web development costs
Detailed platform scoping
:- User groups / Focus groups session to understand user need
:- Understand technical implications around secure data donation and links to telcos
:- Understand technical requirements for secure fund donations
:- Understand requirements for secure device donation
:- Understand GDPR requirements for handling of users / donors personal data
Procurement exercise to commission web platform developer
Web platform development
:- Create minimum viable product - Promo, contact, registration etc.
:- Development iterations
:- Integration with Databank mechanisms
:- Integration with Registers of donated new and old devices
:- Integration with register of training support provision
:- Development of / Integration with referral systems for interventions
:- Delivery of final web platform
Explore potential sponsors of the ongoing programme / web platform
Hard wider launch and promotion of platform

Person Specification

To be tested via application and interview

Experience;

Essential:

- Previous experience of implementing, developing and coordination of projects (Preferably Digitally related)
- Previous experience of delivering pilots
- Previous experience of recruiting, training and supervising volunteers
- Possess a strong understanding of diversity and equal opportunities
- Able to work across a geographical area with multiple partners
- Previous experience of community co-ordination OR developing community relationships
- Previous experience of successfully engaging others and building positive working relationships with external agencies

- Experience/knowledge of the Voluntary Community Sector organisations and the workings of charities
- Experience of organising events, activities, and/or workshops
- Proven experience of producing reports, capturing/recording data and analysing digital metrics
- Able to report to project targets and outcomes
- Excellent organisational, interpersonal skills and an attention to detail
- Possess a strong understanding of user experience, the right candidate will help us deliver our vision

Desirable:

- Good understanding of Mental Health projects
- Experience of facilitating training

Aptitude and Skills;

Essential:

- Confident and proficient in Digital, especially in relation to digital Inclusion
- Possess strong interpersonal and communication skills
- Ability to demonstrate strong organisational skills
- Confident and proficient in using Microsoft Office software, Google docs and other software platforms
- Confident project monitoring databases/software
- Confident and proficient in social media

Personal Attributes;

Essential:

- Possess enthusiasm and drive
- Possess a solution focused approach
- Recognises the importance of building sound working relationships
- Ability to work effectively as an individual and as part of a team environment and in partnership with others
- Ability to prioritise and confidence to make sound and timely decisions using own initiative
- Ability to work unsupervised and to direct own work
- Respects the need for and demonstrates appropriate confidentiality and professionalism
- Be adaptable to change

Circumstances;

Essential:

- Ability and preparedness to work flexibly including some occasional unsocial hours
- Full current driving licence and access to a car

For further information or an informal conversation please contact WECAN Director Clive Emmett on Ceo@cvsu.org.uk or call 01371 878400.

Only organisational applications will be accepted, No CV's please.