Everyone deserves a safe place to call home.

shp **Single Homeless Project**

Job title: **Digital Inclusion Project Coordinator**

Team: **Achieving Potential**

Responsible to: **Head of Employment Initiatives**

Responsible for: **Supervision of volunteer team**

Job purpose

As the Digital Inclusion Project Coordinator, your objectives are to spearhead initiatives aimed at increasing digital inclusion within SHP's diverse communities. This multifaceted role requires a blend of strategic planning, community engagement, technological proficiency, and environmental stewardship. You will work collaboratively with stakeholders from both withing SHP and externally to develop and implement sustainable solutions that bridge the digital divide and minimize the environmental impact of electronic waste.

Responsibilities will include
- To organise and facilitate ETE (Education, Training, and Employment) workshops to raise awareness of digital inclusion opportunities
- To collaborate with SHP's Achieving Potential team to develop staff awareness of digital inclusion sessions
- Administration tasks including processing referrals and creating effective internal communication tools
- Provision of personalized support to clients with ETE needs, including assessing their digital skills, interests, and goals, and connecting them with relevant training programs, job opportunities, and support services
- Assisting in procuring and distributing laptops, mobile phones, and SIM cards to clients, ensuring equitable access to essential digital devices and connectivity

By fulfilling the responsibilities outlined in this role, you will play a pivotal role in advancing digital inclusion for the people we support.

Single Homeless Project
Preventing homelessness
Transforming lives

Key accountabilities

Service Delivery

- Coordination of SHP's central digital inclusion offer to clients, including collaboration within the Achieving Potential team as well as with staff across the organisation.
- Provision of personalized support to clients with ETE needs, including assessing their digital skills, interests, and goals, and connecting them with relevant training programs, job opportunities, and support services.
- Oversite and supervision of a small team of digital inclusion volunteers, recruited from within SHP's client groups as well as via external recruitment.

Digital Inclusion Advocacy

- Identify underserved communities and demographic groups within SHP that lack access to digital technologies and resources.
- Collaborate with local authorities, non-profit organizations, educational institutions, and private sector partners to advocate for policies and initiatives that promote digital literacy and equitable access to technology.
- Develop tailored strategies to address the specific needs and barriers faced by different communities with SHP including refugees, older population and persons with disabilities.

Community Engagement and Empowerment

- Organisation and facilitation of ETE (Education, Training, and Employment) workshops to raise awareness of digital inclusion opportunities.
- Collaboration with SHP's Achieving Potential team to develop staff awareness of digital inclusion.
- Organisation of a variety of different outreach programs, workshops, and training sessions to empower individuals with digital skills and knowledge.
- Foster partnerships with external partners, including community centres, libraries, schools, and other grassroots organizations to create inclusive and accessible learning opportunities for SHP clients.
- Provide personalized support and guidance to help individuals overcome digital literacy challenges and maximize the benefits of technology in their daily lives.

E-Waste Reduction and Recycling

- Assisting in procuring and distributing laptops, mobile phones, and SIM cards to clients, ensuring equitable access to essential digital devices and connectivity.
- Raise awareness about the environmental impact of electronic waste and the importance of responsible disposal and recycling practices.
- Develop educational campaigns and informational materials to inform the public about proper e-waste management and recycling options available in the city.
- Collaborate with electronic manufacturers, recyclers, and government agencies to establish collection points and recycling programs for unwanted electronics, promoting a circular economy and reducing the burden on landfills.

Monitoring and Evaluation

- Develop metrics and indicators to assess the effectiveness and impact of digital inclusion.
- Collect and analyse data on participation rates, digital skill acquisition, e-waste diversion, and other relevant metrics to inform decision-making and continuous improvement.
- Prepare regular reports and presentations to stakeholders, highlighting achievements, challenges, and recommendations for future action.

Information Management

- Ensuring all contact with clients is recorded on SHP's 'Inform' recording, including all relevant risk information, and that relevant Support plans are completed with clients to be transferred to Inform
- Information to be kept accurate and up-to-date and in line with local procedure.
- Management of the internal SHP ETE database, ensuring information is up to date and relevant
- Providing updates and information to funders including quarterly data as part of the service's monitoring submission to our funders.
- Administrative tasks including processing referrals and creating effective internal communication tools.

Teamwork

- Support colleagues to develop ETE-related key working skills.
- Actively responsible for promotion of ETE and participation in team meetings.
- Support colleagues with participation in information, advice and guidance client 'ETE Forums' sessions across a range of settings.

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Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below.

Experience and Knowledge

- Demonstrated experience in community outreach, project management, and stakeholder engagement, preferably in the fields of digital inclusion, sustainability, or social justice.
- Demonstrable experience of working effectively and supporting people experiencing mental health problems and other complex needs
- Proficiency in digital tools and technologies, including computer applications, internet services, and mobile devices.
- Passion for social impact and environmental sustainability, with a commitment to equity, diversity, and inclusion.
- Some awareness of emerging technologies, digital innovations, and IT trends that may be shaping the landscape of digital inclusion, sustainability, and electronic waste management.
- Proven ability to cultivate and maintain productive partnerships with different agencies, non-profit organizations, businesses, and other stakeholders to leverage resources
- Ability to communicate confidently and effectively, verbally and in writing

Skills and Abilities

- Strong communication skills, including the ability to engage with diverse audiences and communicate complex concepts in a clear and accessible manner.
- Ability to work independently, prioritize tasks, and adapt to changing priorities in a dynamic and fast-paced environment.
- Strong analytical skills and creative problem-solving abilities to identify barriers, develop innovative solutions, and address complex challenges related to digital exclusion and e-waste management.
- Willingness to embrace change, navigate ambiguity, and adapt strategies in response to evolving priorities, emerging trends, and feedback from stakeholders and community members.
- Confidence to promote the benefits of the digital world and to challenge traditional silos and system barriers, as well as the ability to use different approaches and methods of communication with different stakeholder in order to achieve this
- The willingness and ability to provide flexible support, including support in the community and a variety of settings