

Job Description

Job Title: Digital Inclusion Coordinator



Organisation	Simon Community Scotland
Programme	Digital Inclusion Programme (Get Digital Scotland)
Reports To	Digital Inclusion Programme Manager
Salary	£25,005 - £27,645
Based	Blended - Glasgow / Edinburgh / Home Working
Type	Full Time (37.5 hours) - Fixed Contract (18 months - could be extended depending on funding)

Background

Get Digital Scotland is Simon Community Scotland's national digital inclusion programme for the homelessness sector. We have been embedding digital inclusion into homelessness service delivery in Scotland for the past 5 years. In our Get Connected projects we provide people experiencing homelessness with a smartphone or a tablet, a sim card with unlimited connectivity and support to ensure that they can benefit from the digital world. When people have the digital skills, equipment, motivation and support to get online they are empowered to make meaningful change in their lives.



In 2021 we delivered the Get Connected 100 project (read the full report and listen to the podcast below for more information). It achieved truly life changing results for the people who participated in the project. People reported that they were able to connect with friends and family, engage with services, manage finances and manage benefits, find the information that they need and access online entertainment.

On the back of this success, we have received funding to expand the Get Connected projects and deliver a further 500 devices and connectivity packages with personalised support to people experiencing homelessness throughout Scotland. Get Connected 500 launched in April 2022 and will run until April 2024.

Get Connected 100 Podcast: <https://spoti.fi/3LiKsTX>

Get Connected 100 Blog and Report: www.getdigitalscotland.org/getconnected100



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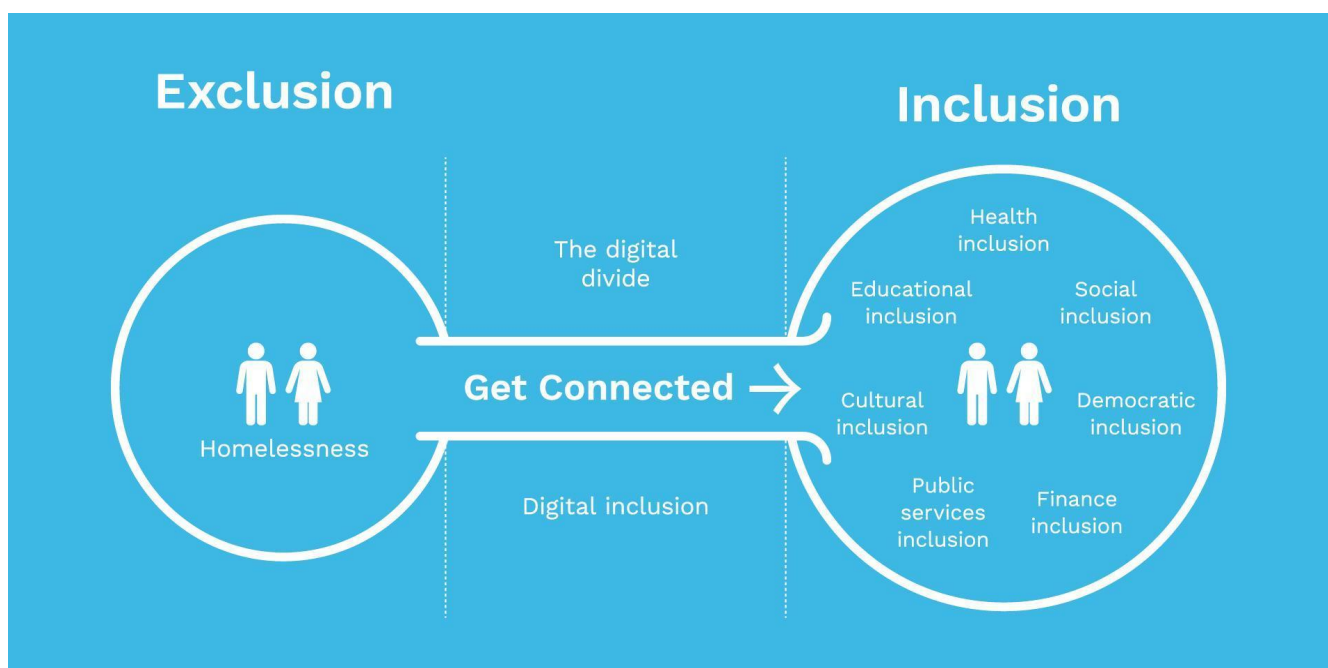
Job Summary

The successful candidate will support the Get Digital Scotland programme including the delivery, impact measurement and reporting of the next phase of the Get Connected project. There will also be an excellent opportunity to be involved in planning and implementation of future Get Connected initiatives.

The successful candidate will receive full training and ongoing support to ensure successful delivery of the role. They will report to the digital inclusion programme manager and regularly work with our agencies and partners, funders and key homelessness services throughout Scotland to deliver positive change for people experiencing homelessness in Scotland.

Digital Inclusion is Critical to Homelessness Recovery

This is an incredibly exciting opportunity to make a real, tangible difference to the lives of 500 individuals accessing homelessness services throughout Scotland and to continue to build upon the evidence demonstrating that digital inclusion is a critical factor in homelessness recovery.



“When people experiencing homelessness can access the digital world, they are able to access other inclusion agendas; social, health, financial, democratic, educational, cultural and public services inclusion. Digital Inclusion doesn’t just include people in ‘digital’, it is a pathway back into society and is an essential part of the solution to recovery from homelessness.”

Except from Get Connected 100 Report

Key Responsibilities

Overview

- The successful candidate will support the digital inclusion programme manager in the delivery of the Get Digital Scotland Programme and Get Connected 500 project.

Collaboration (Partnerships)

- Will be required to maintain and nurture existing partnerships as well as support the development of new partnerships within a public, private and third sector setting.
- Work alongside people from different functions across the organisation and our partners across the sector.

Digital Champion Support

- Work with frontline staff (trained as digital champions) to promote digital skills development for the people they support.
- Be confident in offering support and troubleshooting to frontline workers as required (particularly around devices and connectivity) in person, online or over the phone. Training will be provided.

Programme Support and Development

- Support programme manager in developing new and exciting training tools
- Build upon our current frameworks to further support digital skills development.
- Support programme manager with administration

Digital Champion Training

- Support the delivery of innovative and sector leading digital training (alongside our partners Mhor Collective).
- Plan and deliver ad-hoc training sessions as required.

Data Collection and Evaluation

- Use existing tools to collect qualitative and quantitative data for evaluation purposes.
- Identify opportunities for improvements in data collection and evaluation.
- Work with the programme manager to ensure thorough evaluation of the programme.
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Reporting

- Strong analytical skills to capture key learning from raw data
- Reporting writing to be shared with funders and the wider community.
- Support programme manager in completing required reporting commitments.

Communications

- Present findings to a range of stakeholders using a variety of digital tools.
- Identify success stories to promote the power of digital inclusion.
- Provide regular updates to the digital colleagues, the wider Simon Community team and Get Digital Partners.

Person Specification

We are looking for a remarkable person to support this fantastic project. When it comes to picking the right candidate, we are looking at the whole person! Here are some of the desirable characteristics we are looking for:

Experience

- Working as a coordinator / supervisor in another Third Sector organisation is desirable
- Be comfortable working with spreadsheets and word processing software.
- Experience of using Google Workspace (or similar IT environment).
- Has experience of meeting deadlines (sometimes with time pressure).

Knowledge and Skills

- Great organisational skills are required for this role
- A good understanding of the barriers to digital inclusion for people experiencing homelessness
- Strong analytical skills - able to
- The ability to think on your feet and respond quickly
- A passion for working to change people's lives is crucial.
- Strong digital skills using a wide range of applications and software

Personal

- Can work independently or as part of the team.
- Your personal values correspond with our organisational values.
- Be honest and committed to doing the right thing.
- Celebrate success with colleagues and learn from mistakes (we understand that we don't get things right ALL the time).
- Do the right thing, and if you are not sure what the right thing is, talk to your colleagues. Life is never black and white.

More Information

Simon Community Scotland Website:

- www.simonscotland.org

Get Digital Website:

- www.getdigitalscotland.org

Twitter:

- [@SimonCommScot](https://twitter.com/SimonCommScot)
- [@GetDigitalScot](https://twitter.com/GetDigitalScot)

If you're interested in driving social change and delivering truly life changing outcomes and making a real difference across the homelessness sector through digital inclusion - This is the challenge for you!