

**Digital Health Devon Project Coordinator Job Description**

**Job Title:** Digital Health Devon Project Coordinator

**Employer:** Healthwatch Torbay and Engaging Communities Southwest

**Responsible to:** Healthwatch Torbay and Engaging Communities Southwest

Communications and Digital Lead

**Hours: 37.5** Hours (flexible) weekly (Monday - Friday)

**Salary:** £25,000 per annum

**Location:** Remote based working from home, could also be office-based via Room 17, Paignton Library and Information Centre.

**Contract:** Initial 12 month Contract (may be potential for extensions dependent on further funding opportunities sought)

**Background**

Healthwatch Torbay and Engaging Communities Southwest (ECSW) is a not-for-profit organisation which has grown from the reputation we gained as an award-winning Healthwatch and in response to increasing demand for our expertise within Torbay and the wider Southwest Region.

We offer Engagement, Evaluation, Communication Support, Digital Support, and Training to the Statutory, Voluntary and Private Sector.

We currently manage our flagship project, [Digital Health Devon](https://www.digitalhealthdevon.co.uk/), offering free online e-learning in the local health and social care sector, together with the contract for independent Health and Social Care Community Champion Healthwatch Torbay in addition to overseeing various projects in the community.

**Job summary**

To coordinate and deliver the ECSW Digital Health Devon projects, working closely with the Engaging Communities South West Digital Lead and Digital Administration Assistant to ensure the core aspects of the Digital Health Devon projects are delivered in line with project targets and deadlines.

**Main Duties and Responsibilities**:

* Deliver core aspects of the Digital Health Devon projects ensuring targets and deadlines are met.
* Recruit, train and coordinate the network of community volunteers (including Digital Health Champions) to ensure their involvement in drop-in sessions, virtual or face to face depending on Covid restrictions.
* Support the Torbay care home network to set up smart technology with care home providers.
* Liaise with stakeholders, including general hospitals, care homes, local voluntary groups and other relevant organisations to promote the projects, coordinate digital drop-in sessions and encourage recruitment of ‘Digital Health Devon’ Champions.
* Liaise with stakeholders to ensure the Digital Health Devon database is up to date – For example, contact health trusts and providers in Devon to request they share information regarding any additional online healthcare resources or means of accessing services digitally that have been developed during COVID outbreak. This includes any existing instructional videos or ‘how to’ guides on how to use either. This information can be sent to the Digital Administration Assistant for uploading to the website.
* Liaise with other stakeholders and organisations to promote the projects and build a network of ‘digital volunteers’ to help show public how to access digital healthcare resources remotely.
* Liaise with website and marketing developers to ensure any new marketing material is created in a timely manner and to a high standard. (e.g., ensure designers are sent step-by-step training guides to be included in any printed Digital Health Devon training guides) where relevant to ensure design and functionality issues are addressed and any issues unable to be fixed in house are raised with them immediately.
* Develop and support a Torbay Digital Advisory Group for the care home resident’s digital wellbeing project.
* Attend relevant digital stakeholder strategy meetings where required.
* To collate digital project user feedback and produce regular monitoring reports in line with project targets and requirements.

**Administration**

* To ensure ECSW digital projects are delivered within budget by maintaining records of expenditure and reviewing monthly with the Digital Lead.
* Produce draft correspondence documents, including website and social media content for approval before distribution to stakeholders and general public.
* Produce and maintain instructional videos or ‘how to’ guides on how to use these resources or access services digitally, create new step-by-step training guides and website content for Digital Health Devon, including screen shots and screen capture videos.
* To work closely with the Digital Administration Assistant and Digital Lead to ensure workplans are reviewed monthly and targets are met.

**Other**

* When required, to take part in public virtual 'drop-in session' learning forums via Zoom and support the public online with Digital Health Devon related queries.
* Proactively manage workload to ensure outcomes and deadlines are met to a high standard.
* Adhere to all relevant organisation policies and procedures, ensuring that equality and diversity are integrated in all aspects of the digital projects.
* Portray a positive image internally and externally of the organisation and high standards of personal and professionalism leading by example.
* To undertake such duties consistent with the nature of the grade and post.

**Person Specification:**

**Essential including skills and ability:**

* Attention to detail.
* Good organisational and time-management skills.
* Exceptional verbal, written and overall communication skills.
* Experience of developing and supporting an advisory group or network.
* Experience of leading and delivering a project.
* Ability to work effectively both independently and as part of a team.
* Competency in Microsoft Office applications including Word, Excel, and Outlook.
* Ability to work on tight deadlines.
* A good understanding of smart technology available e.g., Amazon Alexa.

**Desirable:**

* Knowledge and understanding of the health and social care sector.
* Self-motivated.
* Flexibility.
* Experience with using screen capture technology.
* Experience of delivering training.
* Experience of using digital health and/or social care online resources (e.g., online hospital video consultations).