**Sight Concern Worcestershire**



**Job Title:** Technology Coordinator

**Hours** – 22.5 hours per week

**Location:** This role is home based and will require travel throughout Worcestershire.

**Type of Contract:** Permanent

**Reports to:** Services Manager

**Overall Objective**:

The Technology Coordinator will work in partnership to provide access to information, guidance and support on a wide range of accessible technology and digital services. As a result, blind and partially sighted people will develop the skills and confidence to be able to increase their independence through the use of appropriate and cost-effective technology.

**Impact:**

The post holder will be responsible for developing partnerships with organisations providing support with technology, to avoid duplication and increase the amount of technology support available to blind and partially sighted people across Worcestershire and the reach of services.

They will also develop local initiatives that fill the gaps in support to use technology that other organisations are not providing in Worcestershire.

This may include supervision of a team of technology volunteers, either alone or in conjunction with other organisations providing support with technology.

**Main Accountabilities:**

1. Increase awareness amongst stakeholders to understand how technology can help blind and partially sighted people to gain independence and enhance their lives.
2. Support and motivate blind and partially sighted people to engage in learning what technology is suitable to help them to achieve their goals and in obtaining the right support to develop the skills and confidence to use this. Signposting and referring clients to appropriate local and national services.
3. Work in partnership with other organisations to provide develop and share assessments that identify individual goals, affordability and skill level to ensure that the most appropriate technology is recommended to the client at any given time during their technology journey.
4. Work in partnership with other organisations to provide access to telephony and digital based platforms offering specialist advice on the most appropriate accessible technology solutions for their particular needs or desires, offering solutions and developing skills and abilities or making onward referrals where needed.
5. Assist people already using technology to further develop their knowledge and skills and to obtain and learn to use additional products, if desired, making onward referrals where needed.
6. Work with partner organisations to provide trouble shooting and support where the client is facing challenges with technology. This could be through telephony, remote access to devices, volunteer support or a personal face to face support session.
7. Advise and train colleagues to appropriate standards that means they are able to confidently articulate the benefits and uses of technology, in a way which encourages clients to seek further information or engage.
8. Work alongside colleagues and other organisations to identify, train and manage a team of technology volunteers, deploying them as appropriate.
9. Engage in continuous professional development and learning to ensure that you are up to date with the latest products/updates and services available to clients. This will include involvement in peer mentoring with colleagues working in this field in other organisations.
10. Support delivery of technology events to demonstrate equipment and applications to blind and partially sighted people, carers, families and partner organisations.
11. Maintain an equipment pool, arrange equipment loans, installation and technical support and retrieval of equipment as appropriate.
12. Provide effective, timely and active promotion of the service, designing and distributing marketing material and information to ensure the service is well publicised.
13. Provide access to regular technology updates to clients, volunteers and other stakeholders who express a desire to develop their skills and understand more about how technology can support independence, this may be alone or in conjunction with other organisations.
14. Encourage clients to share their experience of the service and the impact this has made with others to motivate them to engage, via social media, case studies, press releases, etc, providing this information to colleagues to promote this where possible.
15. Ensure all activities are compliant with Sight Concern’s policies and risks are documented with appropriate avoidance and mitigation plans in place.
16. Use Sight Concern’s systems appropriately to ensure client data is captured in a way that is compliant with data protection legislation and enables clients to receive the information they want on an ongoing basis and Sight Concern to measure the impact of what we do.

**General**

The following points are common to all job descriptions:

1. Undertake any other duties commensurate with the post
2. To attend training, supervision and appraisals as and when appropriate.
3. To adhere to legislative and organisational policy and procedure.
4. To assist in the planning and improving of the delivery of service improvement and participate positively in the implementation of new working methods and practices as required.
5. To carry out any additional duties, commensurate with this post, that the charity may reasonably require

**Person specification**

**All criteria are essential unless otherwise stated**

1. **Specialist Knowledge, Skills and Experience** 
   1. Knowledge of specialist digital and access technology software programmes, hardware and their functionality for people with sight loss.
   2. Understanding of the impact of sight loss on access to learning and how to overcome these barriers.
   3. Experience of demonstrating and explaining technical products, either in a personal or professional capacity (Desirable)
   4. Experience of working in a customer-support role by telephone and face to face. (Desirable)
   5. Experience in preparing for and running workshops/training sessions and demonstrations for individuals and/or groups. (Desirable)
2. **People management skills / team working skills**
   1. Ability to engage and interact confidently with customers and colleagues in a professional manner.
   2. Ability to manage volunteers including training and support.
3. **Planning and organisational skills**
   1. Ability to organise work and time effectively, prioritise, set realistic timescales and meet deadlines.
   2. Ability to collate and maintain information electronically and manually
   3. Ability to deliver within timescales or deadlines
4. **Problem-solving and creative skills**
   1. To be an active part of a small but ambitious team
   2. To drive innovation in technology services
   3. Ability to take responsibility for own actions and make decisions without referring to others in appropriate situations and act on own initiative
   4. Ability to advise on the technology needs of blind and partially sighted people to identify gaps and inform service planning
5. **Communication skills**
   1. Ability to communicate effectively, both verbally and in writing, adapting style to suit the audience.
   2. Ability to communicate technical subjects to non-experts.
   3. Ability to build effective relationships with a range of individuals, professionals and organisations, with the ability to inspire confidence.
   4. Ability to deliver management information on performance and service uptake.
   5. Ability to communicate with colleagues ensuring appropriate information is shared.
6. **Equal Opportunities**

Ability to understand and demonstrate commitment to Sight Concern’s Equal Opportunities Policy and to ensure all activities are consistent with the Equal Opportunities Policy.

1. **Special Conditions** 
   1. Must be prepared to travel across Worcestershire
   2. Flexibility to work occasional weekends and evenings.
   3. **This role is eligible for an enhanced check for adults as the post holder** **will provide advice, guidance and training to adults with sight loss. The post holder will not engage in regulated activity therefore a check of** **the barred list is not permitted.**