

JOB DESCRIPTION

Job Title: Digital Inclusion Officer
Report to: Neighborhood Network Scheme Manager
Responsible for: NNS Digital Inclusion Program
Hours of Work: 30 Hours a week
Salary: £22,000 (pro rota)
Location: Boldmere, Sutton Coldfield
Contract Type: Fixed term 12 months

Job Purpose

- To support Older Adults in developing digital skills and knowledge. For example, how to use the internet to access information and activities which in turn help combat loneliness and support their ability to remain independent and connected.
- Deliver community led, Digital skills workshops
- To work with colleagues across Age Concern Birmingham, Compass Support and the Neighborhood Network Scheme to develop solutions reducing the levels of digital inclusion amongst Older Adults in Sutton Coldfield.
- Key part of the role will be to work with referral partners and identify potential participants and understand their needs and to administer device loans and data resourcing.
- Responsible for monitoring and evaluation of the Digital Inclusion program, e.g. to conduct questionnaires, surveys and other data collection for evaluation of new and ongoing initiatives.
- Promote the service to older people across our area using traditional and digital channels as well as build strong relationships with key stakeholders and service partners.

Essential Duties/Responsibilities:

Main Responsibilities

- To identify and work with Older Adults individually and in groups to ensure they have the skills and knowledge they need to access the internet for activities and information.
- Deliver Digital skills workshops to assets and Residents in the community.
- Support Community Assets to move their social activity online in a way which is inclusive.
- Manage and co-ordinate the Digital devices lending library, which includes stock management of device loans and data resourcing.
- To work with colleagues and support development of the wider digital program with research and input into design, delivery and review.
- To proactively engage Older Adults in the co-production of new initiatives and website content and to feed this into program development.
- To ensure an adequate and robust referral system is operating for Older Adults to receive IT training and support.
- To ensure adequate and robust monitoring systems are in place for recording engagement in digital inclusion activities, including website activity and analytics.
- To collect monitoring information, including outcomes and participation surveys, to enable services and new initiatives to be developed and evaluated.
- To ensure digital inclusion workshops and other opportunities, including live consultations on the website for example, are promoted widely and in a timely manner across our networks.
- To use word-processing software for the production of correspondence and reports in accordance with relevant policy on confidentiality and data protection.
- To develop good relationships, with all delivery partners agencies and services, to ensure they work together for the benefit of older adults.
- To undertake other duties and responsibilities appropriate to the post.

Skills & Qualifications:

- Experience of working on a one to one basis with a vulnerable and isolated client group.
- Experience of delivering digital inclusion activities for older people in groups and individually.
- Experience of maintaining paper and electronic records and statistical data.
- Experience of providing high quality and fast-paced customer service.
- Experience of leading workshops and training others to train.
- Experience of working with volunteers.
- Understanding confidentiality policy and practice.
- Understanding and commitment to equal opportunities in practice.
- Understanding and commitment to empowering service users.
- Excellent understanding of user involvement and co-production.
- Excellent oral and written communication skills in English.
- Excellent numeracy.
- Proficiency with Microsoft Office and experience of using databases.
- Excellent knowledge of conferencing software e.g. Zoom, Teams etc.
- Ability to work independently and collaboratively.
- Ability to work well under pressure.

Special Conditions:

- Disclosure and Barring Service (DBS) check will be undertaken for this role.
- This is a description of the job as it is at present.
- It does not form part of the contract of employment.
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

This is a description of the job as it is at present. It does not form part of the contract of employment.

Job Definitions are regularly reviewed and altered when necessary in conjunction with the post holder.

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported



PERSON SPECIFICATION

FACTORS	ESSENTIAL	DESIRABLE
<p>Skills, Knowledge, Abilities</p> <p>1. Knowledge of older people's needs</p> <p>2. Understanding of Equal Opportunities and Diversity in service delivery</p> <p>3. Excellent interpersonal skills (communication, listening skills)</p> <p>4. Knowledge of Personalisation and Person centered approach.</p> <p>5. Ability to plan, run and lead quality workshops and activities.</p> <p>6. Knowledge of welfare rights and possible entitlements for older adults</p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>	<p>*</p> <p>*</p>
<p>Previous Experience</p> <p>7. Previous experience of providing support for older people</p> <p>8. Experience of working in a Community Development role</p> <p>9. Experience of working within a team</p>	<p>*</p>	<p>*</p> <p>*</p>
<p>Experience and Qualifications</p> <p>10. Willingness to continue professional development</p> <p>11. Good standard of education</p> <p>12. Good IT Skills</p>	<p>*</p> <p>*</p> <p>*</p>	
<p>Personal Characteristics</p> <p>13. Commitment to Asset based community development</p> <p>14. Positive attitude towards Older Adults</p> <p>15. Community focused</p>	<p>*</p> <p>*</p> <p>*</p>	

Date 25/01/2021