

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 until 31st March 2021 (i.e. permanent, fixed term etc.)

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 fun interactive digital skills workshops for small groups
- To work with colleagues across Age Concern Birmingham, Compass Support and the Neighborhood Network Scheme to develop solutions reducing the levels of digital exclusion amongst Older Adults in Sutton Coldfield.
- To work with referral partners and identify potential participants and understand their needs and to administer device loans.
- 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 work in partnership with Older Adults individually and in small groups to ensure they have the skills and knowledge they need to access the internet for activities and information.
- Deliver fun interactive digital skills workshops in the community.
- To support a move for social activity online in a way which is inclusive and accessible to all members of the community.
- Manage and co-ordinate the Digital devices lending library, which includes stock management of device loans.
- To work with colleagues and support the development of the wider digital program with research and input into design, delivery and review.
- To ensure 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 are promoted widely and in a timely manner across our networks in partnership with the team.
- 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:

- Strong Digital Skills, confident in using a wide variety of devices such as smart phones, tablets and laptops.
- Confidence to deliver digital inclusion activities for older people in groups and individually.
- Understanding and commitment to empowering older adults.
- Experience of maintaining paper and electronic records and statistical data.
- Confidence in leading workshops.
- Understanding confidentiality and GDPR policy and practice.
- Understanding and commitment to equal opportunities in practice. This includes and understanding of Equality, Inclusion and Diversity.
- Excellent oral and written communication skills in English.
- 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.

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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> <ol style="list-style-type: none"> 1. Knowledge of older people's needs 2. Understanding of Equal Opportunities and Diversity in service delivery 3. Excellent interpersonal skills (communication, listening skills) 4. Knowledge of Personalisation and Person Centred approach. 5. Ability to plan, run and lead quality workshops and activities. 	<p style="text-align: center;">* * * *</p>	<p style="text-align: center;">*</p>
<p>Previous Experience</p> <ol style="list-style-type: none"> 7. Previous experience of providing support for older people 8. Experience of working in a Community Development role 9. Experience of working within a team 		<p style="text-align: center;">* * *</p>
<p>Experience and Qualifications</p> <ol style="list-style-type: none"> 11. Good standard of education 12. Good IT Skills 	<p style="text-align: center;">* *</p>	
<p>Personal Characteristics</p> <ol style="list-style-type: none"> 14. Positive attitude towards Older Adults 15. Community focused 	<p style="text-align: center;">* *</p>	