

Digital Services Navigator

About Age UK Lancashire

Age UK Lancashire's colleagues and volunteers proudly deliver services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

Offering a range of services including Information & Advice, Home Help, Day Services, Footcare and Hospital Aftercare to name just a few, our colleagues and volunteers are proud of, and passionate about their work & our customers, they pull together as a team and make an impressive difference in the lives of older people every day.

What you'll be a part of

Digital Inclusion services are delivered across Lancashire either in 1-1 home or group sessions, supporting a range of people who are potentially excluded from accessing services, including health, banking, shopping etc.

In partnership with the NHS, the service aims to provide information and practical assistance to self-manage health conditions and become more socially active online.

The Job

Your goal will be to assist in delivering a high-quality and inclusive service that enables those that are digitally excluded to be comfortable using devices to access shopping, banking, health and social applications to connect with family & friends.

Responsible for assisting your own allocation of referrals, you will proactively assist clients in a timely manner, ensuring each client's needs are assessed, and they are supported as required.

To maximise the reach of Digital Inclusion services, you will assist with the Digital Services Manager in developing a network of community hubs aimed at expanding the customer base.

To attend said community hubs to assist and educate their membership, driving referrals. To promote not only the Digital support service, but those of the wider organisation also.

You will oversee your own calendar and time management, ensuring smooth and effective execution, allocating your time effectively to ensure equal levels of service across your given area.



Employee Quote

“I think the culture at Age UK Lancashire is excellent, it's a positive, friendly and welcoming environment. Staff are appreciated and care about the people they are helping, doing their very best for them”

Digital Services Navigator

Monitoring and updating referral information, updating client records will be part of your routine, supporting the achievement of annual targets.

Effective communication and collaboration with various stakeholders, including Health, and social care teams, will be key.

You will work with the Digital Services Manager to report on ongoing processes, to develop and grow the service further..

Maintain strong record keeping for the provision and lending of project loan equipment.

The Digital Services Navigator will have the option to manage and co-ordinate their workload from their own home, although you will be allocated a local office as a working base.

Key Relationships & Stakeholders

- ✓ Digital Health Navigators
- ✓ NHS engagement teams
- ✓ Age UK Lancashire's Digital Inclusion Team
- ✓ Clients and families

What we are looking for

Working in a varied and fast paced environment, you will use your **strong communication** skills to process client referrals whilst maintaining **strong understanding and empathy** for the issues affecting older and vulnerable people.

Your **excellent customer service** will enable you to promote independence, health, wellbeing, and social inclusion.

Able to demonstrate **keen analytical skills**, you will maintain your calendar, making recommendations for improvements.

Demonstrating **teamwork** proficiency, you will complement the wider team of Digital Navigators.

Understanding health and safety protocols, lone working procedures, and risk assessment processes is crucial.

Annual leave: 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

Driving: For this role you will need to have a Driving Licence, access to your own vehicle including business insurance

DBS: This role requires an enhanced DBS check, the associated costs will be met by the employee.

This job description is not intended to be exhaustive. You will be required to help your team out from time to time, this may not be your usual day to day tasks however a flexible attitude is needed to ensure a smooth running of our service.

