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## JOB DESCRIPTION

## Job Title: Outreach Worker – Digital Inclusion

**Location:** Urmston, Greater Manchester

**Line Manager:** Prevention and Wellness Manager

**Salary** £25,545 FTE (pay award pending)

 Pro rata salary £14,597 per annum

**Working Hours:**  20 hours per week (TBC at interview)

**Duration** Fixed Term for 18 Months

Job Overview

Age UK Trafford are recruiting to a new position. This postholder will work alongside the Age UK Digital Champion Programme Project team to identify older people who would benefit from support to get online and use technology.

To Play an active role in promoting digital inclusion services in the local community and directly support older people with their digital skills development, in person and remotely.

#  Primary Duties & Areas of Responsibility

* To Market and Promote the Age UK Trafford Digital Champion Programme in the community, conducting activities in the community to reach older people directly, inform them about the service and discuss the benefits of getting online.
* To support the Project Coordinator to build and support referral pathways for older people into the service by working with other areas of the organisation as well as building external relationships in the community.
* To visit external organisations, for example local housing schemes to promote the Digital Inclusion support service offering.
* To visit older people to deliver person-centred digital skills support sessions on a one-to-one basis in their homes.
* To work alongside Digital Champion volunteers to provide direct support and guidance to older people to get online, in one to one and group settings, in community settings or in people’s homes.
* Support older people through the provision of digital skills sessions in scenarios when it is not possible or appropriate for the support to be delivered by a volunteer Digital Champion.
* To work with older people to understand their individual goals and needs when it comes to being online and accessing technology, to enable a person-centred learner led approach.
* To keep accurate records to older people’s engagement with the service to enable the project monitoring requirements to be met.
* To support the Project Coordinator with managing volunteer digital champions including planning skills sessions with older people, general project
* administration and supporting relationship building with volunteers
* To work with the Volunteer co-ordinator to support the recruitment of volunteer digital champions.
* To assist the matching of Digital volunteers with clients considering their skills and competencies, interests, and availability
* In the absence of the Digital Inclusion Manager to conduct and adhere to all monthly monitoring and reporting requirements
* Maintain records to help monitor performance and facilitate the evaluation of the service using Charity Log
* Write case studies on appropriate individuals with whom you will work.

#  General Tasks

Work with your line manager to identify and undertake continual personal and professional development.

Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, equality, diversity and inclusion training and health and safety.

Work with your line manager to access regular support and quarterly supervision.

Comply with all data protection requirements with regards to the access and dissemination of personal data.

Act within the policies and principles of Age UK Trafford and actively promote the good name and brand image of the organisation.

Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.

Duties may vary from time to time, without changing the general character of the post or the level of responsibility.

Attend meetings and training as appropriate.

DBS disclosure at enhanced level is required prior to any offer of employment- This post is exempt from the Rehabilitation of Offenders Act 1974.



**PERSON SPECIFICATION**

**Project Co-ordinator – Digital Inclusion**

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|  | Essential | Desirable |
| Minimum of 2 years’ experience project management with proven ability to plan and deliver service developments. | X |  |
| Experience of delivering learning to adults | X |  |
| Excellent IT skills and the ability to explain technology and the benefits of digital in a clear and straightforward way.Confidence to use different devices (Apple and Android)Confidence to deliver sessions on a one to one or group basis | X |  |
| Experience of working with volunteers | X |  |
| Understanding and appreciation of the issues and barriers affecting older people, and those around them, in relation to the digital skills agenda, relevant policy and local/national initiatives. | X |  |
| Experience of monitoring, reporting, and evaluating outputs and outcomes |  |  |
| Ability to network and build relationships. | X |  |
| Ability to work with learners with various levels of knowledge and skill displaying patience and non-judgment | X |  |
| The ability to communicate with a wide range of people including good social interaction and listening skills. | X |  |
| Good organisational and time management skills. | X |  |
| Proven ability to prioritise a varied work schedule and balance demands to meet existing deadlines. | X |  |
| To be sensitive to the needs of individuals that are perceived as vulnerable. | X |  |
| To be able to work independently using your own initiative and as part of a team. | X |  |
| Knowledge of and ability to ensure equality and diversity within the workplace | X |  |
| Willingness to travel across the Trafford area for any meetings/training | X |  |
| Demonstrate willingness to work flexibly. | X |  |
| An understanding of working in the voluntary sector | X |  |
| Hold a UK driving licence, access to transport and insured for business use.  | X |  |

**PERSON SPECIFICATION**

**Outreach Worker – Digital Inclusion**

#  Essential Desirable

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| --- | --- | --- |
| Minimum of 2 years’ experience of working within the community delivering frontline services for older people | X |  |
| A positive “can do” approach and the ability to adapt in a changing environment | X |  |
| Excellent IT skills and the ability to explain technology and the benefits of digital in a clear and straightforward way.Confidence to use different devices (Apple and Android)Confidence to delver sessions on a one to one or group basis | X |  |
| Experience of working with volunteers | X |  |
| Understanding and appreciation of the issues and barriers affecting older people, and those around them, in relation to the digital skills agenda, relevant policy and local/national initiatives. | X |  |
| Ability to relay information in a clear, accessible, relevant way.  | X |  |
| Ability to network and build relationships. | X |  |
| Ability to work with learners with various levels of knowledge and skill displaying patience and non-judgment | X |  |
| The ability to communicate with a wide range of people including good social interaction and listening skills. | X |  |
| Good organisational and time management skills. | X |  |
| Proven ability to prioritise a varied work schedule and balance demands to meet existing deadlines. | X |  |
| To be sensitive to the needs of individuals that are perceived as vulnerable. | X |  |
| To be able to work independently using your own initiative and as part of a team. | X |  |
| Knowledge of and ability to ensure equality and diversity within the workplace | X |  |
| Willingness to travel across the Trafford area for any meetings/training | X |  |
| Demonstrate willingness to work flexibly. | X |  |
| An understanding of working in the voluntary sector | X |  |
| Hold a UK driving licence, access to transport and insured for business use.  | X |  |