

JOB DESCRIPTION

Job Title:	Outreach Worker (Digital Inclusion)
Responsible to:	Project Coordinator
Responsible for:	Volunteers
Hours/Salary:	24 hours per week / £ 16,274pa
Location:	Age UK Birmingham Head Office (with travel across Birmingham)

Description of Service

Age UK Birmingham & Sandwell provides a range of services and programmes for people aged 50 and over.

Digital literacy is a top priority as it can help reduce loneliness, improve health and wellbeing, and provide opportunities for older people. In today's digital-focused society, it is important for everyone to have the skills to perform tasks such as paying bills, reporting housing repairs, and staying in touch with loved ones.

To address these issues, the Digital Champion Programme offers personalized support to help older people learn the digital skills they believe will be most beneficial to them.

Job Purpose

To work alongside the 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.

Principal Duties:

- To market and promote the Digital Champion Programme in the community, carrying out 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 work alongside Digital Champions 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 and learner-led approach.
- To manage record keeping related to older peoples engagement with the service and to ensure data is collected accurately and in line with organisational policies and GDPR. To provide feedback to the Project Coordinator about the involvement of volunteers and older people with the service to inform service improvement.
- 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.

Other duties

- To work to achieve the objectives of the organisations' Equality and Diversity Policies.
- To undertake any training required for the role and by the organisation.
- To participate in the supervision and appraisal systems adopted by the organisation.
- Adhere to the Health & Safety, information assurance, safeguarding policies and all other policies relevant to service delivery.
- To undertake any other duties commensurate to the post not specifically mentioned in this job description.

PERSON SPECIFICATION

Experience and Knowledge:

- Knowledge and understanding of the wider issues that older people may face when accessing the online world and technology.
- Experience working as part of a team to achieve project goals and outcomes
- Experience working with a wider range of stakeholders from volunteers to management
- Working knowledge of common IT devices and operating systems and digital applications that could benefit older people.
- Demonstrate an understanding and experience of working with people from different backgrounds with varying needs.
- Understanding and commitment to the principles of good practice in relation to equality and diversity.
- A good knowledge and understanding of safeguarding practices.
- Demonstrate a working knowledge of the Data Protection Act
- Understanding of Health and Safety as it applies to community-based delivery including risk assessment.

Personal Skills and Attributes:

- Excellent organisational and time management skills
- Excellent communication skills, being able to speak to older people from a wide variety of backgrounds, in one to one and group settings, and put them at ease.
- Ability to work with learners with different levels of knowledge and skill displaying patience and non-judgement.
- Confidence delivering both group and 1:1 activities with older people.
- Approachable, patient, empathetic, friendly, and able to get on with others and be a strong team player.
- Capable of hands-on problem solving and ability to generate ideas and solutions.
- Ability to communicate effectively, both in writing and verbally, with people at all levels
- Strong interpersonal and relationship building skills.
- Self-motivated and able to work on own initiative.
- Ability to respond to competing demands and to prioritise tasks.
- Ability to work to targets and outputs to achieve funding contract requirements.
- Ability to engage a wide range of stakeholders and cultures.
- Excellent IT skills e.g., Word, Excel, PowerPoint, and Client Management Databases

Other Requirements:

- Flexible and willing to work occasional evenings/weekends.
- Willingness to travel across Birmingham.
- Commitment to incorporating Equal Opportunities principles into all aspects of work.
- Enhanced DBS check
- Driving licence with a minimum of 2 years
- Car insurance which covers Class 1 Business use.

Education and Qualifications:

- Work-based experience.
- Evidence of training appropriate to the post