

**Age Concern Durham County trading as Age UK County Durham**

**JOB DESCRIPTION**

<b>Post</b>	24.01 Digital Outreach Worker
<b>Responsible to</b>	Programme Manager
<b>Based at</b>	Houghton House, Belmont Business Park, Durham DH1 1TW The post holder will also be required to work at other locations as and when required
<b>Hours of work</b>	22.5 hours per week Work pattern to be agreed
<b>Salary</b>	£22,366 (pro-rata) per annum + 5% pension contribution to the Organisation's Pension Scheme
<b>Term</b>	12 months fixed term (extension subject to further funding)
<b>Holiday Entitlement</b>	36 days per annum pro rata, including statutory holidays and Christmas closedown

**Purpose**

To support the effective delivery of the digital inclusion service to older people across County Durham.

**Key Tasks**

1. To work with the Project Coordinator to achieve the successful outcomes of the project.
2. To promote, plan and coordinate events and awareness raising campaigns across the County.
3. To work with a team of Volunteer Digital Champions.
4. Identify new clients who could benefit from the Age UK County Durham Digital Inclusion support service.
5. To work with the Project Coordinator to match clients to Digital Outreach Worker and Digital Champions taking into consideration skills and competencies, interests, and availability.
6. To undertake home visits to deliver person-centred digital skills support sessions to clients on a 1:1 basis.
7. To deliver small group digital skills support sessions in community settings.
8. To ensure all monitoring data is accurately captured and reported.

**General terms and conditions**

There will be a requirement to travel within and around County Durham. Therefore, a current, valid driving licence and daily access to a car is essential for this post. Mileage rates as agreed by our Board of Trustees will be paid for the use of a car for business use.

The appointment will be made subject to the receipt of suitable references and an Enhanced Data and Barring Service (DBS) check that meet the requirements of the organisation.

Age UK County Durham operates a no smoking policy in all of its premises. Age UK County Durham is an equal opportunities employer.

## **Person Specification**

### **Essential**

#### **Technical skills**

- Excellent digital skills and confidence using different devices, including smart phones, tablets and laptop/desktop computers and ancillary equipment such as printers
- Knowledge of various IT packages and a wide range of popular applications
- Awareness and understanding of the need for and ways to ensure safeguarding
- Knowledge and understanding of the digital inclusion agenda, and relevant policy and local/national initiatives
- Knowledge and understanding of GDPR
- Awareness and understanding of internet security

#### **Organisational skills**

- Excellent organisational skills, including attention to detail
- Ability to work flexibly and adapt to changing needs
- Ability to meet deadlines and manage conflicting priorities

#### **Communication skills**

- Excellent communication and interpersonal skills (both oral and written), with a wide range of audiences, in particular, older people
- Ability to work both independently and as part of a team
- The ability to explain technology and the benefits of digital in a clear and simple way

#### **Experience**

- Experience of delivering services for older people or other vulnerable groups
- Experience of planning and delivering IT training sessions
- Experience or knowledge of the voluntary sector
- Experience of working with volunteers

#### **Behaviours and Values**

- Understanding and appreciation of the issues and barriers affecting older people, and those around them, in relation to the digital skills agenda
- Understanding of the role that volunteers play in service delivery
- Willingness and motivation to support volunteers and older people to increase their digital skills
- Willingness and motivation to work within wider teams to deliver high quality services and activities
- Ability to demonstrate empathy with older people
- An open-minded approach to individuals, avoiding judgement and stereotyping.
- A commitment to and understanding of equal opportunities

#### **Qualifications and Education**

##### **Desirable**

- Good standard of general education

#### **Method of assessment**

Application form and at interview.