

Digital Champion Job Pack



Dear Applicant

Re: Digital Champion Carmarthenshire

Thank you for your interest in this position.

This booklet gives information on Age Cymru Dyfed and our aims and objectives together with details of the role and the essential skills we feel are needed to fulfil it effectively.

There is no formal closing date. Applications will be reviewed as received until the position/s is/are filled. If you are interested, please apply as soon as possible.

If you feel the role is for you, please complete the accompanying application forms and return to recruitment@agecymrudfyfed.org.uk

If you are selected for an interview, we will be in touch to discuss the interview process and arrange a mutually convenient time.

Regards

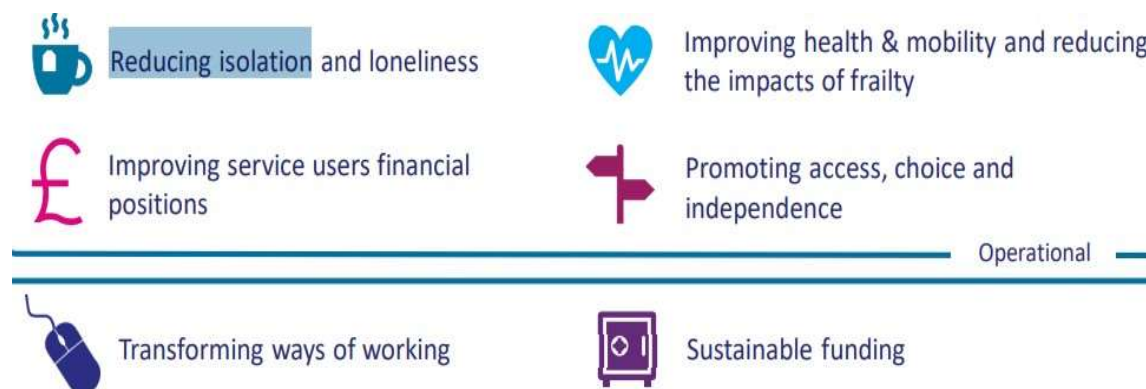
Caroline Davies

Head of Business Services/Deputy CEO

Who we are – Age Cymru Dyfed.

Age Cymru Ceredigion and Age Cymru Sir Gâr merged to form Age Cymru Dyfed in April 2020, supporting older residents across Pembrokeshire, Carmarthenshire and Ceredigion, the Dyfed region. The organisation is dedicated to helping individuals aged 50+ maintain independence for as long as possible and make the most of later life through a range of support and services.

The Dyfed region is popular with tourists and boasts beautiful coastlines and scenery, with almost 50% of its residents aged 50+. The rural nature of the region can make it difficult for older people to access services and stay connected to communities. Age Cymru Dyfed is aiming to achieve four operational and two organisational strategic objectives over the next three years:



Age Cymru Dyfed are proud to have achieved many accreditations that recognise the quality and standard of the work we deliver. ACD are committed to providing the highest quality support and services to individuals aged 50+, their family and carers.



Who we are

Age Cymru Dyfed operates across Pembrokeshire, Carmarthenshire, and Ceredigion, supporting individuals over 50 to maintain independence and make the most of later life. We do this through a range of services including:

- Information advice and assistance
- Digital support
- Home help
- Advocacy
- Dementia support,
- Veteran support
- Befriending events and activities.
- Bereavement support service



Our Information, Advice and Assistance Service supports every facet of later life, from how to access community care, to free benefits checks such as Carer's or Attendance Allowance and Pension Credit.

Our project Befriending Life Links helps reduce loneliness and isolation through friendship, social connections, and support getting out and about.

Digital Inclusion upskills the over fifties with online shopping, banking, and video calls skills, while our Advocacy Services help individuals express their views to ensure their rights are upheld.

There is also Dementia Advice, award-winning Byw Adref home help, and Veteran's Support - all helping to enhance later life in Dyfed.

Digital Champion

Funded by the Moondance Foundation

To engage with the community to support older people in Carmarthenshire with digital needs including computers, laptops, tablet devices, mobile phones, smart speakers and Smart TV'S.



The service comprises a team of trained Digital Champions, overseen by a project Manager to provide support for people living within Carmarthenshire.

Service provision will be adaptable and could be either, face-to-face in the home/office, and/or telephone to meet the needs of the individual.

Age Cymru Dyfed Digital Champion

Key responsibilities of the role:

- Supporting people with digital issues. This can be face to face in people's homes, outreach venues, group work or remotely.
- Carry out digital awareness talks to social groups or other 3rd sector organisations.
- Develop a strong understanding of the charity's work to carry out the role
- To carry out administrative tasks connected with the role.
- To keep accurate records of digital issues raised, and informing the project manager of such.
- To undertake any other activities commensurate with the role

Skills, Qualities and Experience

Skills, Qualities, and Experience	Essential (E) or Desirable (D)
The ability to listen and communicate effectively and establish a good rapport with people.	E
Proficient in using computers, laptops, tablet devices, mobile phones	E
Proficient in Microsoft office and other software/social media applications	E
An ordered approach to the coordination of service delivery and willingness to work within agreed procedures.	E
An awareness of primary legislation in Wales.	E
A broad understanding of health and social care issues for older people and those who care or support them	E
Experience of engagement and community development	E
The ability to work with a high degree of autonomy; to manage time effectively and prioritise referrals that target those in greatest need.	E
The ability to make home visits as necessary.	E
Experience of networking at a local level	E
Experience of record keeping	E
Spoken and written Welsh to a minimum of level 3.	D
Previous experience of working with older people.	D

Additional requirements

- Satisfactory DBS check and personal references
- Current full UK driving licence and full use of a car for work purposes with the appropriate business insurance cover in place

Age Cymru Dyfed - Additional Benefits



31 days annual leave inclusive of bank holidays at commencement of employment rising annually with 1 additional long service day for the first 5 years of employment.



Employer contribution to Government Nest Pension Scheme



Employment Assistance Programme - a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing. Our EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7. It offers a range of employee benefits including:

Free 24-hour confidential helpline to assist with Health and Wellbeing including support with:

- ✓ Stress and Anxiety
- ✓ Counselling
- ✓ Family Issues
- ✓ Bereavement
- ✓ Financial Wellbeing
- ✓ Childcare Support
- ✓ Relationship Advice
- ✓ Legal Information
- ✓ Medical Information
- ✓ Tenancy and Housing Concerns
- ✓ Alcohol and Drug Issues
- ✓ Consumer Issues



24-hour access to Virtual GP Service for employees and their family



Access to a range of discounts via the "Blue Light Card" Scheme



Eyecare Voucher Scheme