**Age UK Lambeth - MYneighbour Service**

Age UK Lambeth is one of Lambeth’s largest charities, and provides a range of services to older and other people in need of care, help and support. We support people in Lambeth to live enriched, productive and purposeful lives, challenging the stigma of ageing, reducing social isolation and ensuring they get the right support at the right time  
  
**MYNeighbour Service** - Our MYNeighbour service is an innovative and forward thinking community-base support service. We have multiple volunteering and support programs and help people in the community and in their homes, including with home repairs, digital support, befriending, getting home cooked meals and help with general tasks, among others.

**Role: MYDigital Community Projects Assistant - About the Role...**

| **Job Title:** | MYDigital Community Projects Assistant |
| --- | --- |
| **Based at:** | Remote (Lambeth); Mobile in the community |
| **Employment Terms:** | **Wage:** London Living Wage **Hours:** 25 hours weekly  **Duration:** 6 months |
| **Reporting to:** | Mission Controller |

**Role Description & Purpose**

MYNeighbour is here to help our most isolated and vulnerable residents. We work in a person centred way to help people fulfil their full potential and achieve independence in their communities. MYNeighbour provides both practical help in terms of help with tasks, as well as emotional and wellbeing-based support through befriending schemes and an expanding range of activities.

In your role as a Digital Guru you will help older and vulnerable local residents with the basics of getting online. You will empower Age UK clients to learn to use the internet and digital technology in a number of ways. You will provide support over the phone, over Zoom and where necessary on the doorstep. You will give clients practical support and help them learn how to use their devices, as well as helping to improve their overall confidence and knowledge in terms of using digital technology. In doing so you will help residents to improve their health and wellbeing, stay in touch with friends and family, reduce and prevent loneliness and isolation and help them maintain their independence.  
  
You will work in the community and take referrals from colleagues. In addition to helping clients yourself you will signpost them to other organisations that can help them, and you will help connect them to our ‘Digital Neighbour’ volunteers, who you will help to coordinate. You will help the team to maintain a database of local providers whose digital services our clients can use. In this way you will become our local point of contact for digital support in your neighbourhood ‘patch’.   
  
You don’t have to be a professional coder for this role, but a good level of comfort with digital technology will be needed, so if you’re the family member who knows how to fix the tele, laptop, phone or tablet then this role could be for you! This is a client-facing role, and you’ll be spending lots of time interacting with and supporting older residents, so a calm, friendly and supportive approach will be key!

This will be a rewarding role and you will see firsthand how your ‘digital guru’ skills will improve the lives of those you help. With you in place we will be able to provide more help to vulnerable residents, thus strengthening Age UK Lambeth’s community reach and ability to help older residents locally.

We can offer you a friendly workplace with a dynamic team, supportive and experienced colleagues who can provide guidance, alongside a line manager who will provide supervision.

Main Duties

* Explain and demonstrate how to use laptops, tablets, smartphones & other tech
* Help clients create email accounts and show how to use them
* Call and Zoom clients, and where appropriate visit them at home (maintaining COVID safe procedures), to provide support with using their digital devices, or to set things up at home
* Manage own diary of calls and meetings for digital client support
* Demonstrate various social media platforms - Skype, WhatsApp etc. - to help clients connect with friends and family
* Help clients explore online shopping opportunities and provide guidance on online safety when making purchases,
* Discuss with clients online banking and/or how to pay bills online.
* Help clients explore how to access services, including booking GP appointments or council services
* Teach clients how to research social activities and local services online
* Demonstrate helpful basic tasks with clients personal devices, including how to use calendars, notes or set up helpful reminders
* Become aware of and stay up to date with local digital services which can benefit clients
* Refer clients to relevant local digital services
* Be aware of links, openings and introductions to other services that will help clients integrate into their neighbourhood and the wider community
* Assign digital help tasks to Digital Neighbour Volunteers where necessary
* To attend neighbourhood meetings as required
* Participate in appropriate training as required
* Follow Age UK Lambeth policies and procedures at all times

**Person Specification**

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Skills** |  |  |
| Good verbal communication skills – including the ability to listen | **√** |  |
| Excellent IT skills | **√** |  |
| Strong technical skills, including setting equipment up | **√** |  |
| **Behaviours** |  |  |
| Empathy to the needs of older and vulnerable people | **√** |  |
| Friendly, patient and positive | **√** |  |
| Self-starter, able to work independently and in a team | **√** |  |
| To be reliable, trustworthy and conscientious | **√** |  |
| **Knowledge** |  |  |
| Good knowledge of written and spoken English | **√** |  |
| Good knowledge of Lambeth geography & neighbourhoods |  | **√** |
| **General Requirements** |  |  |
| Commitment to improving the lives of older and vulnerable residents | **√** |  |
| Commitment to working as a team player and a supportive colleague | **√** |  |