

JOB DESCRIPTION

JOB TITLE: Outreach Worker (Digital Inclusion)

HOURS: Part-time 28 hours per week

CONTRACT: Fixed term to November 2025

SALARY: £27,209 full-time equivalent, £21,767.20 pro rata for 28 hour week

RESPONSIBLE TO: Activities and Social Media Co-ordinator

LOCATION: Office in Chingford; Outreach across the borough of Waltham Forest

SERVICE & ROLE SUMMARY

Main Purpose

To deliver Age UK Waltham Forest's Digital Champion Programme Project including assisting 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 across the borough and directly support older people with their digital skills development, in person and remotely.

Main Responsibilities

- To market and promote the Age UK Waltham Forest's 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-centered and learner-led approach.
- To manage record keeping related to older people's 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.

Person Specification: Outreach Worker (Digital Inclusion)

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Communication Skills
<ul style="list-style-type: none"> • Excellent interpersonal skills, with the ability to communicate effectively with a wide range of people. • Ability to relay information in a clear, accessible, relevant and personable way. • Ability to maintain confidential communication where applicable. • Excellent listening skills. • Good networking and relationship building skills. • 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.

Organisational Skills
<ul style="list-style-type: none"> • Ability to work independently and on own initiative and as part of a team. • Good organisational skills and able to manage a varied workload and busy schedule. • Ability to collect and manage data and information in appropriate and secure ways. • Good administration skills with strong attention to detail. • Awareness and understanding of the need for and ways to ensure safeguarding.

Technical Skills
<ul style="list-style-type: none"> • Strong IT skills including Microsoft Office, Teams and Outlook. • Knowledge and understanding of the wider issues that older people may face when accessing the online world and technology. • Working knowledge of common IT devices and operating systems. • Working knowledge of digital applications that could benefit older people.

Experience
<p>Essential:</p> <ul style="list-style-type: none"> • 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 • Demonstrable experience of building strong relationships with a view to supporting project outcomes <p>Desirable:</p> <p>Experience communicating with and delivering services to older people in some capacity.</p>

Behaviours and Values	<ul style="list-style-type: none">• Understanding and appreciation of the issues and barriers affecting older people and those around them.• Enjoy working with others and as part of a team• An open-minded approach to individuals, avoiding judgement and stereotyping.• A commitment to and understanding of equal opportunities.• Honest and reliable.• Patient and understanding.
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