



# Job Pack

**Digital Inclusion  
Support Worker**

# This pack contains

- About Age UK Westminster
- How to apply
- Role description and Person Specification

Age UK Westminster exists to promote the well-being of older people in the City of Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage and social isolation for older people in our local community.

## **Information & Advice Team**

Age UK Westminster is a delivery partner for the "Westminster Advice Services Partnership", focused on the delivery of I&A services for older people in Westminster. We provide "drop-in surgeries" and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquires line for information and signposting.

## **Complex Needs Support Service**

We provide Information, Advice, Advocacy & Support to older people and their carers in Westminster on and around a range of complex issues they are facing in their lives. This includes but is not limited to welfare benefits, housing & social care, health care, bereavement, family life and loneliness.

## **Cost of Living Advice**

This involves supporting clients to maximise their income. The advisor assists clients by carrying out benefit checks and benefit applications. For those on means-tested benefits, low income, referrals are made on their behalf to the Cost-of-living support fund and for charitable grants.

## **Befriending**

This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. A telephone call is available for those who don't want a volunteer visit.

## **General & Older Volunteering**

This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

## **Digital Inclusion**

This project helps older local residents make the most of the internet and their electronic devices in later life and help towards preventing loneliness and isolation. Age UK Westminster offers both group sessions and 1:1 support.

## **CNWL Digital Inclusion**

Funded by CNWL NHS Trust, the KCW Social Isolation project is delivered by Age UK Kensington & Chelsea and Age UK Westminster in partnership. The project provides digital inclusion learning and guidance to adults aged 55+ referred by the bi-borough Older Adults Mental Health team.

## **Maintenance Cognitive Stimulation Therapy (MCST)**

Face to face sessions available for people living with dementia in Westminster. Group members take part in meaningful and stimulating activities through our weekly 24-session Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

## **The Heart of Westminster Memory Cafe**

The Heart of Westminster Café is a Memory Café for Westminster which offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. The Heart of Westminster Café provides a mixture of talks, information and advice, entertainment and activities.

## **Post Hospital Discharge**

Age UK Westminster's Wellbeing & Connections Service provides vital assistance to older Westminster residents as they return home after a hospital stay or major health event. This free service from our Wellbeing & Connections team supports those aged 60 and over in making the adjustment back to independent living.

## Exercise at home

Exercise at Home is a service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

## Fit4Life

Age UK Westminster's Fit 4 Life project provides a range of activities and fun exercise classes at a range of community venues across the borough, as well as in the comfort of your own home. Classes are suitable for all, from gentle to more vigorous and challenging sessions.

## Activities

Offering a diverse array of activities and services to support older people in the local community. Helping older adults live independently, stay active, and remain engaged with their local surroundings.

## How to apply

If you're ready to help older residents access digital technology and explore AI in a friendly, inclusive environment, we'd love to hear from you.

 [\*\*volunteer@ageukwestminster.org.uk\*\*](mailto:volunteer@ageukwestminster.org.uk)

 **020 3004 5610**

 [\*\*www.ageukwestminster.org.uk\*\*](http://www.ageukwestminster.org.uk)

Your application should include:

- a covering letter that explains how you meet the person specification
- a CV detailing your recent experience, education and training
- names and contact details of two referees including one from your most recent employer/contracting organisation.

Closing date for applications: 10<sup>th</sup> December 2025 at 9am. Interviews week beginning the 17<sup>th</sup> December 2025.

# The Role: Digital Inclusion Support Worker (Pilot Project – 3 Months)

**Organisation:** Age UK Westminster

**Contract:** Short-term, paid role (3 months)

**Hours:** Flexible – 1 to 4 days per week

**Start date:** Immediate

**Location:** Westminster (community locations, social/faith hubs, home visits as required) )

## About Age UK Westminster

Age UK Westminster is a local, independent charity working to support older people across the borough of Westminster. Our mission is to enable older adults to live healthy, active, and fulfilling lives, with access to the services, support, and social opportunities they need. We are committed to making Westminster a great place to grow older.

## About the Role

Age UK Westminster is seeking flexible Digital Inclusion Support Workers to support older residents in developing digital skills and confidence. This 3-month pilot programme will focus on helping older people access online services, use devices confidently, and explore new technologies, including AI tools.

We are particularly seeking applicants who speak Arabic, Somali, or Bengali, alongside English.

## Key Responsibilities

- Provide one-to-one or small-group digital support to older residents, in person or by phone.
- Run AI workshops to introduce older people to practical uses of artificial intelligence.
- Deliver taster sessions at local social and faith community hubs to engage older residents.
- Support participants with equipment loans (tablets, smartphones, or other digital tools) and help them use these devices confidently.
- Help older people learn essential digital skills – e.g., email, video calls, online forms, and accessing services.
- Offer patient, friendly guidance tailored to each person's ability and needs.
- Keep simple session notes and report wellbeing concerns to the Project Coordinator.
- Signpost participants to other Age UK Westminster services where appropriate.
- Attend brief check-ins, supervision, and peer support sessions.
- Commit to regular weekly hours over the 3-month project period.

## Why This Role Matters

Many older residents in Westminster face barriers to using digital technology, which can leave them isolated or unable to access essential services. Your support will help:

- Reduce loneliness and isolation
- Build confidence and independence
- Improve access to digital information, services, and AI tools
- Strengthen community engagement through social and faith hubs
- Support meaningful inclusion in an increasingly digital world

# Skills and Experience Required

## Essential:

- Fluent in Arabic, Somali, or Bengali, plus English
- Good digital skills (smartphones, tablets, email, online services)
- Ability to deliver basic AI-related guidance
- Friendly, patient, and approachable manner
- Strong listening and communication skills
- Ability to explain things simply and clearly
- Basic IT skills (email, forms, devices)
- Reliability and ability to work independently
- Immediate availability

## Desirable:

- Experience supporting older people
- Previous experience running workshops or group sessions
- Familiarity with community hubs and outreach programmes
- Understanding of community needs in Westminster

# Support Provided

You will receive:

- Full induction and role-specific training
- Safeguarding and MECC (Making Every Contact Count) training
- Guidance on delivering AI workshops and using equipment
- Regular supervision and peer support
- Reimbursement of agreed expenses
- A supportive team environment
- DBS check (provided at no cost)