



Job Pack

**Digital Inclusion
Lead Co-ordinator**

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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 adviser 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

Please email your CV with a supporting letter (showing how you meet the personal specification) to enquiries@ageukwestminster.org.uk

What we offer

- Flexible working
- Hybrid working
- Training and development
- 7% pension contribution
- 28 days annual leave (plus bank holidays) rising to 30 days after five years of service (pro-rata for part time staff)
- London Living Wage employer

Closing date for applications: 27th July, 23.00. Interviews: We will interview suitable candidates as they apply.

The Role: Digital Inclusion Coordinator

Contract Type : One Year

Hours : 21 hours per week (Days to be agreed) Flexible working hours

Salary: £29,901 (17,944 pro rata) Per Annum Including London Weighting, plus up to 6% pensions contribution

Location: City of Westminster / Beethoven Centre, Third Avenue, London W10

Reporting to: Wellbeing Services Manager

Age UK Westminster is seeking a Digital Inclusion Lead Coordinator to work with the Wellbeing Services Manager on the delivery of its Digital Inclusion service, supporting older people and those experiencing social isolation to develop the confidence, skills and access needed to participate fully in the digital world. The service supports vulnerable older adults, including people living with dementia, through one-to-one coaching, group sessions, equipment loans, and community-based support.

The postholder will work closely with team colleagues, coordinating service delivery across Westminster, ensuring high-quality, person-centred support for clients, while overseeing volunteers who contribute to the project. The role will involve working closely with internal teams, external partners, and commissioners to ensure the service achieves its outcomes and demonstrates impact through effective monitoring and reporting.

Main Responsibilities

As a Digital Inclusion Coordinator, your role will be to:

- Manage a caseload of clients, including people living with dementia and complex needs.
- Deliver one-to-one digital coaching and support.
- Facilitate digital inclusion group sessions.
- Provide device setup, troubleshooting and digital skills training.
- Coordinate referrals to internal and external services.
- Recruit, induct, train, support and supervise volunteers contributing to the project.
- Coordinate volunteer assignments and monitor volunteer performance and wellbeing.
- Ensure volunteers comply with safeguarding, confidentiality and organisational policies.
- Maintain accurate client and volunteer records.
- Produce quarterly monitoring and impact reports for Commissioners and internal management use.

- Monitor service outcomes, analyse performance data and identify improvements.
- Attend relevant stakeholder, partner and project meetings.
- Develop positive relationships with commissioners, partners and community organisations.
- Ensure compliance with organisational policies and procedures.

Service Delivery

- Manage and maintain a caseload of clients, including those living with dementia and complex needs, using a holistic and person-centred approach.
- Deliver one-to-one digital coaching sessions in clients' homes, community settings, and remotely where appropriate.
- Support clients to develop practical digital skills, including:
 - Email and online communication
 - Video calling and social networking
 - Online shopping and banking awareness
 - Accessing NHS digital services and health applications
 - Internet browsing and online safety
- Provide troubleshooting, technical support, and guidance on the use of smartphones, tablets, laptops, and associated technologies.
- Support service users with selecting, setting up, and using devices, Wi-Fi connections, and digital loan equipment.
- Facilitate and support group-based digital inclusion sessions across Westminster.
- Ensure service users are referred to and access appropriate internal and external services where needed.

Volunteer Coordination

- Support recruitment, induct, train, support and supervise volunteers involved in the Digital Inclusion project.
- Coordinate volunteer assignments and ensure effective matching of volunteers with clients and activities.
- Monitor volunteer performance and wellbeing, providing regular guidance, supervision and development opportunities.
- Ensure volunteers comply with organisational policies, safeguarding requirements, confidentiality standards and service procedures.
- Promote volunteer engagement and recognise volunteer contributions to the success of the project.

Monitoring, Evaluation and Reporting

- Maintain accurate and timely records of all client interactions, volunteer activity, outputs and outcomes on organisational databases.
- Monitor service performance against agreed targets and key performance indicators.
- Produce comprehensive quarterly monitoring and impact reports for commissioners and internal management purposes, highlighting achievements, outcomes, challenges, case studies and recommendations.
- Gather and analyse service-user feedback and outcome data to demonstrate service effectiveness and inform service improvements.
- Attend internal and external meetings relating to service delivery, monitoring and partnership development.

Partnership Working

- Work collaboratively with Age UK Westminster teams, NHS partners, voluntary sector organisations and community groups.
- Promote Digital Inclusion services across Westminster and support outreach and engagement activities.
- Develop and maintain positive relationships with stakeholders, commissioners and referral partners.
- General Responsibilities
- Ensure all administration, reporting and documentation are completed accurately and within required timescales.
- Maintain confidentiality and comply with GDPR, safeguarding, health and safety, equality and organisational policies.
- Support organisational events, community activities and service development initiatives as required.
- Undertake any training necessary for the effective delivery of the role.
- Carry out any other duties reasonably required within the scope and level of the position.

Additional Lead Responsibilities

- Contribute to strategic planning and development of Digital Inclusion activities.
- Identify opportunities to expand service reach, volunteer involvement and community engagement.

Responsibilities of the Charity

Age UK Westminster will support the role as follows:

- Line Management & Support from the Wellbeing Services Manager.
- Induction training and briefing
- Database training
- Regular briefing/update meetings and emails
- Provision of materials where appropriate
- Regular line management supervision and support
- The opportunity to participate in team meetings
- Internal relevant to your role and to other areas of personal and professional development

Person Specification

A predominance of the following are considered essential to the role:

- An understanding of Digital Exclusion and the impact it has on older people
- Ability to prioritise and manage workload
- Ability to assimilate and understand information by listening, reading and use of the telephone
- Willing to work to guidelines and standards and to take a flexible approach to work
- Ability to listen to others and to explain things clearly without jargon or being patronising
- Awareness of discriminatory practices and equal opportunity issues.
- Ability to work alone or as part of a team
- Strong communication skills (written and verbal)
- To develop and work with other and agencies; and to seek and offer support
- Willingness and interest in learning, to attend training, meetings and other community events
- Competent use of MS Office (Word, PowerPoint, excel and email), social media, zoom, MS Teams and other tools.
- Patient, tolerant and someone who enjoys supporting people to learn new skills.
- An understanding of issues affecting older people
- Able to reflect on own performance
- Be flexible and travel within City of Westminster and Royal Borough of Kensington and Chelsea
- Experience of managing and supporting staff or volunteers

Desirable

- One year experience working within the charity sector
- Mental Health and Wellbeing awareness
- First Aid Training
- Experience in designing and managing basic training materials
- Ability to speak languages other than English