



Job Pack

Digital Inclusion Coordinator

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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: 29th September, 23.00. Interviews: week beginning 6th October 2025.

Please note we may interview suitable candidates as they apply.

The Role: Digital Inclusion Coordinator

Salary: £29,172 Per Annum (pro-rata) including London Weighting, plus up to 7% pension contribution

Hours: Part Time – 14 – 21 hours per week

Responsible to: KCW Social Isolation Project Manager

Based at: Beethoven Centre, Third Avenue, London W10 4JL

Main purpose of the job:

Age UK Westminster is seeking a Digital Inclusion Coordinator to join our home visiting digital inclusion team funded by Central North West London NHS Foundation Trust. The Kensington & Chelsea and Westminster Social Isolation project supports and enhances existing Older Adult Mental Health services provided by CNWL by providing targeted outreach digital inclusion support to vulnerable older people with the aim of reducing the impact of loneliness and isolation. We are looking for someone who has confident Digital Inclusion experience and ideally some experience of working with people living with dementia.

The role will include providing intensive coaching, support and troubleshooting with IT skills and equipment as well as working closely with Age UK Westminster's other services including digital inclusion group sessions and dementia activities.

The role will demand a division of time in the office and in client's home in Westminster.

Age UK Westminster is an equal opportunities employer. We encourage applications from all sections of the community. We would particularly welcome applications of speakers of Westminster and Kensington & Chelsea's main community languages other than English (Arabic, Spanish, Portuguese, Tigrinya, Somali, French, Farsi).

Main Duties:

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

- To manage and maintain a caseload of clients including those living with dementia with a holistic approach.
- To support clients with a person-centred approach and enable them to achieve their goals within the resources of the services.
- 1:1 coaching session to build confidence and skills with the installed equipment and enable individuals to communicate virtually with family and friends (use of email, video calling, online shopping, social media, internet browsing etc)
- Practice sessions to continue building skills (may be remote/via Zoom/MS Teams/Video calls).
- Troubleshooting/support, building additional skills, ensuring sustainability before intervention ends.
- Assistance with choosing, buying permanent devices/equipment, where appropriate
- Setting up established equipment/Wi-Fi etc, ensuring sustainability, return of loan equipment
- Support the engagement in and the running of group sessions as a pathway for clients. These sessions will take place in various settings across Westminster.
- Issuing and setting service users up with digital loan equipment
- To ensure, service users are referred to and access other internal and
- external services as needed.

Monitoring & Reporting:

- To attend internal and external meetings relevant to the project.
- To update the database in a timely manner in relation to all activities, , making sure accurate records are maintained.
- Keep confidentiality in respect of contacts and information
- Working closely with the rest of team – Project Manager and Digital Inclusion Co-ordinator – to have consistency in the delivery of the service, across the two boroughs.

General:

- Ensure all relevant administration and reporting is completed in a timely manner as required.
- To behave in a professional manner to build good working relationships with colleagues and external agencies.
- The postholder will be required to be flexible with their working hours, as some activities and events may need to be conducted outside of regular working hours (evenings/weekends).
- To support colleagues with the provision of information as requested for other functions within the organisation.
- Implement the delivery of new standards as they arise.
- Comply with all policies and procedures and promote Equal Opportunities, Safeguarding and Confidentiality.
- Report any maintenance or Health and Safety issues for further action as they arise.
- Undertake other duties that may from time to time be reasonably required, e.g., attending community events, assisting with small scale fundraising etc.
- To complete any mandatory training in time and undertake any relevant sessions for the better delivery of the service.

Responsibilities of the Charity:

Age UK Westminster will support the role as follows:

- Line Management & Support from the CNWL Digital Inclusion Project Manager
- Induction training and briefing
- Database training
- Regular briefing/update meetings and emails
- Provision of materials where appropriate

As a member of staff, you can expect:

- A full induction
- Regular line management supervision and support from your supervisor and team members
- The opportunity to participate in team meetings
- Internal relevant to your role and to other areas of personal and professional development

Our office is open from Monday – Friday, 9 am – 5pm.

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 especially around isolation
- Confident digital skills - smartphones, tablets and laptops
- Confident using NHS admin tools – apps, emails, e-consult
- Experience of training/teaching/coaching
- Experience of communicating with people living with dementia
- Experience of supporting group activities for people living with dementia
- 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 Kensington and Chelsea.

Desirable:

- One year experience working within the charity sector
- Mental Health and Wellbeing awareness
- First Aid Training
- Ability to speak one of Westminster's and Kensington and Chelsea's main community languages other than English (Arabic, Spanish, Portuguese, Tigrinya, Somali, French, Farsi, etc).