



JOB DESCRIPTION

Post:	Older People's Digital Inclusion Officer
Pay rate:	£20 per hour
Contract:	5 months, self employed basis from June 2021 to October 2021 (invoice to Didsbury GN at end of month)
Employment:	3 days per week (18 hours in total), one at Didsbury GN, one at Chorlton GN and one at Withington Assist.
Accountable to:	Didsbury Good Neighbours Board of Trustees
Main Contacts:	Adults, vulnerable adults, volunteers, project partners.
Policies and Procedures:	The post holder must carry out his/her duties with full regard to Didsbury Good neighbours employment policies, and complete a DBS check.
Disability:	Where the post holder is disabled, every effort will be made to supply all necessary employment aids and equipment to enable the person to carry out the full duties of the post.

Main Purpose of the Post:

1. To offer one to one support to older people in the local area either in their homes or in small groups at the organisations, who would like help becoming more digitally included.
2. To monitor and record work with the view to improving future digital inclusion work, and to enable accurate and useful reporting back to the funder.
3. To support volunteers to assist in the delivery of the digital inclusion project.

MAIN TASKS

1. To support older people with whatever digital support they feel they need. This could be choosing and purchasing suitable device, learning to use existing phone/tablet, looking up info, booking doctor's appointment, video calling, etc.
2. To work with partners, volunteers, and older people to produce simple guides for various digital applications.
3. To support volunteers assisting current and new members wanting to access the internet/use mobile phone/improve ability etc.
4. To keep accurate records of attendance, work carried out and work to be done to report back to partner organisations at monthly steering group meetings.
5. To identify and report any safeguarding issues or other concerns, including incidents and accidents.



Person Specification

You should demonstrate evidence against each person specification point to ensure you meet all the criteria. For this job we are looking for:

- Experience of working/volunteering directly with older people
- Good knowledge, awareness and understanding of a range of devices including android/smart phones, tablets, i-pads, laptops, and computers, as well as applications such as facebook, facetime, whatsapp, zoom, skype, emails, paypal, etc.
- Able to problem solve and respond to queries with patience and understanding.
- Understanding of some of the barriers and challenges people experience when accessing technology.
- Experience of collating and recording relevant information and data for monitoring purposes.
- Ability to work alongside volunteers and support them.
- Good written communication skills and ability to evaluate work and record results to a high standard, suitable for use in monitoring reports to the funder and reports to partners for use in future funding bids.
- Excellent communication skills: ability to communicate effectively with a wide range of people from a variety of backgrounds.
- Understanding of the needs of older people, particularly those who are vulnerable and disadvantaged.
- Ability to work independently, report back to partners and seek advice and support where needed.

Personal Style and Behaviour

- Tact and good judgment in all dealings with older people and colleagues.
- Respect for, and a positive view of, older people.
- Enthusiasm and motivation to successfully complete tasks to required timescales.
- Commitment to equality of opportunity and valuing diversity