

Job pack

A large abstract graphic composed of several overlapping, diagonal bands of color. From top-left to bottom-right, the colors are: dark blue, bright blue, magenta, orange, lime green, and a darker green. The bands are separated by thin white lines.

**Digital Inclusion Outreach
Worker**

This pack contains the following sections:

- About the employer: Age UK Sutton
- How to apply
- Role description and person specification

About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.4m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small and medium sized independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with just over 30 staff, some part-time, and a cohort of over 50 further workers delivering variable hours in our 'Help at Home' support services. The charity also has over 40 volunteers in a growing cohort.

Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace.

We are also a founding signatory of the #ShowTheSalary campaign so we have pledged to always show the salary when we advertise roles, to help close the pay gaps that exist in the sector and give all candidates a more equal chance of a fair wage. We also encourage and welcome applications from non-graduates. If there are any reasonable qualifications required for the role we will clearly state this and explain why.

How to apply

Candidates are invited to apply by uploading a CV and covering letter.

Your covering letter should relate to the person specification for the role in order to give you the best opportunity to provide clear examples of your experience that demonstrate your skills and knowledge.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Charlotte, Business Support Manager, on:

workforus@ageuksutton.org.uk
07577 130549

Please note that CVs not accompanied by a covering letter will not be considered.

Closing date for applications: Sunday 28th April 2024

Interview date: Wednesday 1st and Thursday 2nd May 2024

If you cannot attend this interview date, please let us know when you submit your application. If we invite you to interview we will always do our best to find a suitable alternative date.

The Role:

Digital Outreach Worker

Part time 22.5 hours per week, fixed term contract until November 2025

£15,600 (£26,000 Full Time Equivalent)

The Service

Age UK Sutton delivers a programme called Let's Connect which aims to reduce loneliness and isolation for older people living in the London Borough of Sutton. The multi layered programme supports people to connect to the community through 121 support with our Community Connections Officers, accessing a varied activity programme delivered by Age UK Sutton and activity partners, and access to up-to-date information about what's on in the Borough. By creating personalised support plans, we work with older people to build confidence and make lasting connections in the local community.

We are proud to be part of the Age UK National Digital Champion Programme which aims to tackle digital exclusion. The digital programme will provide digital skills support, provide learning opportunities, loaning and provision of equipment to digitally excluded older people living in the London Borough of Sutton.

Role Purpose

To work alongside the Age UK Sutton Digital Inclusion Project Coordinator to identify older people who would benefit from support to get online and use technology. The Digital Outreach Worker will play an active role in promoting digital inclusion services through outreach activities and digital awareness talks.

Responsible to: Head of Wellbeing Services

Based at: Community based work across the Sutton borough and at the Age UK Sutton Offices, 1 Carshalton Road, Sutton SM1 4LE. Flexible and home working options are available to all staff.

Main duties and responsibilities (role profile)

- To market and promote the Age UK Sutton 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 work with 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 recruit Digital Champions volunteers and support them to deliver 1-2-1 and groups sessions to older people. To support the Project Coordinator with managing volunteer Digital Champions, including general project administration and supporting relationship building with volunteers.
- To work alongside Digital Champion volunteers to support older people through the provision of Digital Skills Sessions.
- To support volunteers who work with older people to understand their individual goals and needs when it comes to being online and accessing technology, to enable a person-centred and learner-led approach.
- To manage record keeping related to older peoples engagement with the service and to ensure data is collected accurately and in line with organisational policies and GDPR.
- To provide feedback about the involvement of volunteers and older people with the service to inform service improvement.

This role profile is not intended to be exhaustive and is subject to review at the discretion of Age UK Sutton.

Person Specification

| | Skills/experience |
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| Personal qualities & attributes | <p>Excellent interpersonal skills, with the ability to communicate effectively with a wide range of people. Ability to work independently and on own initiative and as part of a team.</p> <p>Good organisational skills and able to manage a varied workload and busy schedule.</p> <p>Ability to collect and manage data and information in appropriate and secure ways.</p> <p>Good administration skills with strong attention to detail.</p> <p>Ability to relay information in a clear, accessible, relevant and personable way.</p> <p>Ability to maintain confidential communication where applicable.</p> <p>Excellent listening skills.</p> <p>Good networking and relationship building skills.</p> <p>Ability to work with learners with different levels of knowledge and skill displaying patience and non-judgement.</p> <p>Confidence delivering both group and 1:1 activities with older people.</p> <p>Willingness and motivation to work with external partners and networks to share learning and increase access to digital provision throughout the community, provide complimentary activity and avoid duplication.</p> <p>Understanding and appreciation of the issues and barriers affecting older people and those around them in relation to the digital skills agenda.</p> <p>Enjoy working with others and as part of a team</p> <p>An open-minded approach to individuals, avoiding judgement and stereotyping</p> <p>A commitment to and understanding of equal opportunities</p> <p>Honest and reliable</p> <p>Patient and understanding</p> |
| Experience | Experience communicating with and delivering services to older people |

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| | <p>in some capacity.</p> <p>Experience working as part of a team to achieve project goals and outcomes</p> <p>Experience of engaging and networking with a wider range of stakeholders from volunteers to management</p> <p>Demonstrable experience of building strong relationships with a view to supporting project outcomes</p> |
| <p>Skills and Knowledge</p> | <p>Excellent IT skills including Microsoft Office, Teams and Outlook.</p> <p>Knowledge and understanding of the wider issues that older people may face when accessing the online world and technology.</p> <p>Working knowledge of common IT devices and operating systems.</p> <p>Working knowledge of digital applications that could benefit older people</p> <p>Understanding of the importance of project evaluation.</p> |
| <p>Other</p> | <p>Attend staff meetings, supervision, training and development meetings as required.</p> <p>Ensure all mandatory training is completed and repeated at agreed intervals.</p> <p>Participate in learning and development opportunities and take responsibility to identify your own learning needs as well as positively engaging with your manager in conversation around these.</p> <p>Proactively support service delivery across the organisation.</p> <p>Participate at Age UK Sutton events including occasional weekend and evening activity.</p> <p>Work within all Age UK Sutton's policies and procedures including Equality and Diversity, Health & Safety, Confidentiality, Consent, Data Security, Lone Working and Safeguarding.</p> <p>Undertake other general duties as may be deemed necessary by Age UK Sutton that are consistent with the level of the post and scope of the work, in a timely and effective manner.</p> <p>Ability to access all parts of the borough easily (access to car preferable).</p> |