

Job Description

Digital Literacy Project Support Worker(s) x 2 – (Fixed term 1 year Contract) – one person to be employed by Northfield Community Partnership and one person to be employed by Age UK Birmingham

Salary: £13,000 p.a

Hours: 20 per week

Based at: One post at Northfield Community Partnership & One post at Age UK in Edgbaston

Accountable to Northfield Community Partnership Digital Literacy Coordinator

Role Summary

To assist the Digital Literacy Coordinator in the development and implementation of a digital lending library and learning library for over 50s across the constituencies of Northfield and Edgbaston Birmingham.

To build opportunities for extended digital literacy engagement across the two constituencies.

Overview

Neighbourhood Network Schemes (NNS) are responsible for maintaining an online service directory for professionals and the wider community to harness opportunities and activities provided by the voluntary sector and community assets who provide services to the over 50s.

NNS do this through providing a range of training, governance, capacity building and funding opportunities to community assets who in turn work with over 50s.

Each of the ten Constituencies across Birmingham have a NNS scheme which is funded through Birmingham City Council's adult and communities Program.

Edgbaston and Northfield NNS have been leading on a range of initiatives supporting older people and community organisations during the Covid 19 crisis as NNS facilitators, this has included being the lead organisation for emergency support through a range of initiatives, which have supported citizens through food poverty, health and wellbeing support, friendly phone calls, online activities, and signposting to a vast array of other community assets.

This has allowed them to remain open and implement new ways of working.

The Digital Literacy Project

One of the gaps that has been identified by both NNS constituencies is the lack of digital literacy support, not only through lack of data/connectivity but also knowledge and devices.

This is especially important now during the Covid 19 pandemic, as a way for citizens to remain engaged with services and activities which can help them navigate the pandemic. Digital literacy skills have been shown to increase health and well being and decrease isolation and loneliness.

This new project has been funded through the Heart of England Foundation and is a partnership between Northfield NNS, (Northfield Community Partnership) and Edgbaston NNS (Age UK, and Gateway Family services)

The project will ensure that over 50s and community assets across both constituencies will have access to increased digital literacy opportunities through a range of mechanisms and specifically a digital lending library.

JOB DESCRIPTION		
service delivery		
	1	Contribute to marketing materials and communication strategy for the scheme
	2	Assist in co-ordination and development of the lending library
	3	Develop opportunities for citizens to engage in further digital inclusion across both constituencies
	4	Maintain and keep records of the citizens taking part in the project
	5	Work in partnership with NNS workers to engage community assets and their members across community assets in both constituencies
	6	Develop and maintain relevant paperwork required for the scheme
	7	Ensure that the project is GDPR compliant
	8	Help to ensure all service contracts are managed and fulfilled and maintained by the designated IT provider
	9	Check that all equipment is PAT tested and coded and meets security requirements
	10	Check that equipment is 'lend ready' including learning materials which accompany devices
	11	Deliver initial and follow up phone calls to citizens
	12	Contribute to evaluation through a variety of means
	13	Conduct 1-1 zoom meetings with citizens, where



		covid restrictions prevent face to face interaction
	14	Undertake any other duties that allow the smooth delivery of the project
	15	Contribute to building a positive team spirit and leading by example
	16	Signposting citizens into other services internally and externally and to key stakeholders which improve participants life chances
People		
	1	Contribute to the co-ordination of volunteer recruitment and management where necessary
	2	Cooperate with other staff to help deliver the project and achieve outcomes
Performance		
	1	Contribute to the project performance reviews and reports to funders and key stakeholders
	2	Contribute to Coordinator's six weekly reports to NCP CEO as required
	3	Contribute to a project update to the partnership as and when required
Business insight and sustainability		
	1	Explore opportunities to sustain the project
General		
	1	Conduct themselves with high level of organisational integrity
	2	Self-reflect, asses' strengths and weaknesses and take responsibility for personal development
	3	Be committed to equality of opportunity and demonstrate this in work practices

PERSON SPECIFICATION		
	1	Experience of delivering a project with a focus on digital inclusion (Desirable)
	2	Understanding of digital challenges faced by older people (essential)
	3	Awareness of acting in a way which respects, equality, diversity and inclusion (essential)
	4	Experience of working with over 50s (desirable)
	5	Good written, and verbal skills, allowing and adjusting for the audience recipient (essential) – GCSE pass English/equivalent
	6	Good IT skills, efficient in using word processing packages, proficient in keeping records and data bases, and using the internet and social media platforms (essential).
	7	Good working knowledge and understanding of

		other issues which may impact on over 50s (desirable)
	8	Experience of signposting and promoting community activities (essential)
	9	Experience of working with a range of citizens with multi – faceted needs (desirable)
	10	Experience of working within the charity/voluntary sector paid or unpaid (desirable)
	11	Knowledge and experience of delivering 1-1 sessions and providing support (desirable)
	12	Ability, enthusiasm and patience to share basic IT knowledge and skills with older people (desirable)

Additional Information	
HOURS	The normal working hours for the post are 9-5, working days to be agreed with manager
CONTRACT	All new staff are subject to a probationary period, four weeks' notice is required by either side. The contract is on a 1-year fixed term (with the possibility of an extension if additional funding is obtained)
Holiday Entitlement	33 days per year pro rata – to include bank holidays

Closing Date: Friday 23rd July

For more information and application pack contact
pauline@northfieldcommunity.org

or call 0121 411 2157