

Candidate Information



Digital Outreach Worker

Part-time

Fixed-term until 30th November 2023

Closing Date: 8am on Monday 12th December 2022

Pack Overview

Thank you for your interest in our vacancy for a Digital Outreach Worker. We're so pleased that you're considering working for Age UK South Gloucestershire.

In this Candidate Information Pack, you'll find the following information:

- About us, our history and our links with Age UK
- The benefits of working at Age UK South Gloucestershire
- Job Description and Person Specification
- How to apply

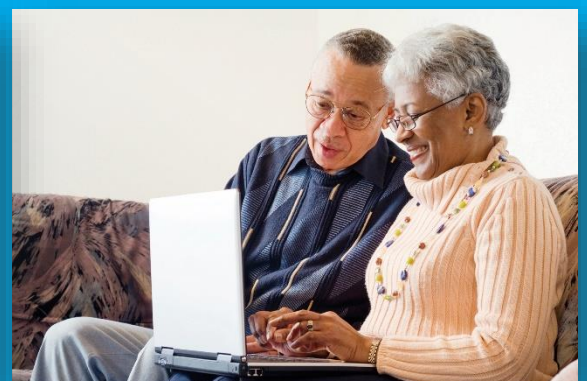
If you have any questions about any aspect of the organisation or the role, please don't hesitate to get in touch.

About Age UK South Gloucestershire

Age UK South Gloucestershire is an independent local charity with its own locally elected board of trustees and is part of the Age UK network. We've been working in the local community to help older people for 25 years. The charity makes a positive contribution to the lives of hundreds of older people in South Gloucestershire every week. Based from our main office in Thornbury High Street, Age UK South Gloucestershire actively designs services that meet the wants and needs of local older people and their families by:

- tackling loneliness and isolation
- promoting health, wellbeing and independence
- supporting families and carers
- helping people access services and financial benefit entitlements
- enabling people to get the most out of life

We respond to more than 5,000 enquiries per year with our range of services, which include: Activity Day Centres, Befriending, Community Services, Improving Homes and Wellbeing, Information & Advice provision, specialist Benefits Advice, Reconnect, Technology Support and Volunteering opportunities.



Our history

1997 Age Concern South Gloucestershire was formed.

2005 Age Concern South Gloucestershire changes its legal structure to become a charitable company.

2009 Age Concern and Help the Aged merge to form the national charity, Age UK. Then in...

2010 ...we become an Age UK Brand Partner and trade as 'Age UK South Gloucestershire'.

2022 Age UK South Gloucestershire is celebrating our 25th Birthday.

Our Partnership with Age UK

Age UK South Gloucestershire is an independent local charity, but we share a brand with Age UK. This trusted and well-known brand helps to open doors for us locally. Of course, we always have to deliver, but it helps to have the strength of the Age UK brand behind us.

Nationally, there are around 130 regional Age UKs, each with a defined geographical area and separate charity number.

We align ourselves with the work Age UK does nationally by supporting their campaigns, sharing reports and news stories, and using their research to underpin grant and tender applications.

Age UK also provides our local MPs with information about older people that can help drive forward local policies and influence at a national level.

Being an Age UK Brand Partner brings certain responsibilities – namely to deliver services to agreed quality standards and to subscribe to shared values of being:

- Caring
- Effective
- Enabling
- Influencing
- Innovative
- Inclusive

We are aligned with Age UK but we are still a local and independent charity. The services we deliver, the money we raise, the people we support are all in South Gloucestershire. Our Trustees are responsible for strategy, policies and legal compliance.

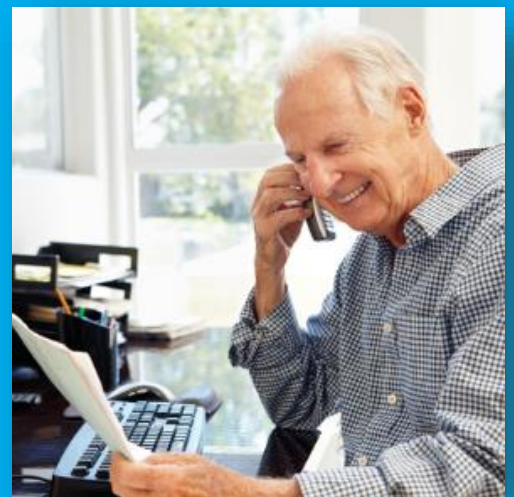


Working for Us

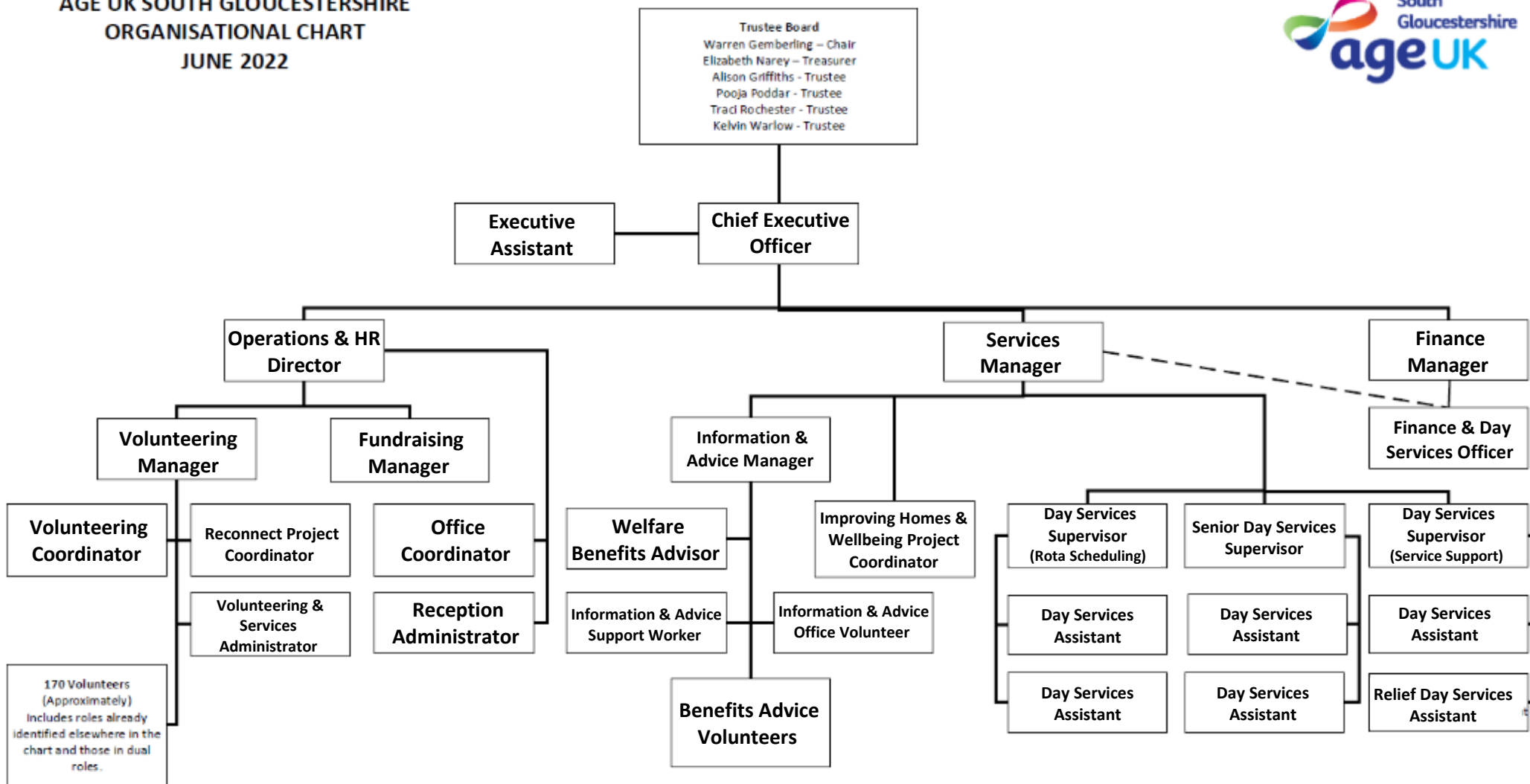
Age UK South Gloucestershire employs a team of over 25 paid staff, and over 170 wonderful volunteers support its work. The organisation's culture is one that puts people first, and the charity enjoys high staff morale. Age UK South Gloucestershire has an active board of trustees who, as well as providing good governance, work closely with the management team on matters of strategy and direction.

What we offer our staff:

- A Living Wage for employees across the organisation.
- A commitment to a work life balance, with flexible & hybrid working in many roles.
- A healthcare cash back plan allows employees to claim money back towards a variety of health, dental and optical treatments.
- An employee wellbeing scheme, providing free, confidential support, counselling, CBT, financial and legal information or support from a nurse or GP, 24 hours a day, 365 days a year.
- Generous life assurance up to 3 times your annual salary.
- Great discounts and rewards (perfect for pay day!).
- Discount on gym membership.
- A cycle to work scheme.
- A great working atmosphere.
- 25 days holiday per year, rising to 28 days after 3 years' service, plus bank holidays.
- Regular learning and development opportunities with funding contributions toward career developing qualifications.
- Pension scheme enrolment.
- A convenient location for access to free local parking.



AGE UK SOUTH GLOUCESTERSHIRE
ORGANISATIONAL CHART
JUNE 2022



The Digital Outreach Worker role supports a brand new project, so it is not currently displayed on the Organisation chart. The role will report to the Services Manager.

Vacancy Details

Digital Outreach Worker

21 hours per week

£21,269 per annum, pro-rata. Actual annual salary £11,911.

Fixed-term until 30th November 2023 - Renewal subject to funding

Although the number of older people who are digitally connected continues to rise, there are still around 5 million people over the age of 55 in the UK who are not online. Age remains the biggest indicator of who's digitally excluded.

We live in an increasingly online world, with many key services moving to become 'digital first'.

Since the outset of the COVID-19 pandemic, the role of the internet has become even more important, and for most people, this has changed the way they work, access services, maintain social contacts, and generally live their lives. While many older people have embraced digital technology, there are others who are less confident who are at risk of being left behind.

Age UK South Gloucestershire's new Digital Inclusion project looks to expand on our existing Technology Support provision and aims to deliver a programme to tackle digital exclusion by providing ongoing support for older people to increase and improve their digital skills and through the provision of loan technology to those older people without access. Being digitally included can help older people carry out the activities that matter most to them. It can help them stay connected with family and friends, find activities and support, access essential services, and remain socially connected.

As Digital Outreach Worker, you would assist the Project Coordination in successfully developing, promoting and delivering a digital inclusion support service to older people throughout South Gloucestershire. Duties will include running group community sessions or visiting older people 1:1 in their homes to deliver person-centred digital skills support sessions on a variety of devices, including smartphones and tablets (Apple and Android), laptops, and smart speakers.

If you have excellent IT skills and knowledge, are patient, a good communicator, are confident in delivering both group and 1:1 activities and would relish the opportunity to positively impact the lives of older people, we would like to hear from you.

Age UK South Gloucestershire offers a generous benefits package, and the charity is committed to equalities, diversity and inclusion and therefore encourages applications from all sectors of the community.



Closing date:

8am, Monday 12th December 2022

Interviews:

W/C 19th December 2022



Job Description

Job Title	Digital Outreach Worker
Salary	£21,269 per annum, pro-rata. Actual annual salary £11,911.
Hours of work	Part-time, 21 hours per week
Working pattern	To be agreed with the appointed candidate
Place of work	67 High Street, Thornbury, BS35 2AW
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays, all pro rata
Status	Fixed-term until 30 th November 2023 Renewal subject to funding

Job Purpose
To facilitate digital outreach visits and enable participation of clients who are unwilling or unable to attend volunteer-led or community sessions. To assist the Project Coordination in successfully developing, promoting and delivering a digital inclusion support service to older people throughout South Gloucestershire in line with the organisation's strategy and business plan.
Responsible to
Services Manager
Contacts
The post holder will need to work closely with key staff within the organisation, including the staff team, volunteers and service users. They will also need to build positive relationships with other voluntary organisations, community groups and local authority representatives.

Key Responsibilities

- Act as a main point of contact for day-to-day operational enquiries regarding the digital inclusion service, resolving day-to-day operational issues as they arise and escalating issues within the team when needed.
- Work with the Project Coordinator to support work with internal and external referral routes.
- Visit older people to deliver person-centred digital skills support sessions on a 1:1 basis in their homes on a variety of devices, including smartphones and tablets (Apple and Android), laptops, and smart speakers.
- Deliver person-centred digital skills support drop-in sessions on a regular basis.
- Visit external organisations, for example, residential care homes, and promote the Digital Inclusion support service offering in a group and 1:1 setting.
- Liaise with the Project Coordinator and the wider team to identify clients who are unable or unwilling to attend community locations but who could benefit from and are interested in digital skills support.
- To ensure that all monitoring data is accurately captured, recorded and shared with the wider project team as applicable.
- Support the Project Coordinator with the delivery of the Tablet Loan Scheme.
- Support marketing/publicity & external representation of the Digital Champion project.
- Provide general administrative support to the Digital Inclusion service as required.

General Responsibilities of all staff members

- To ensure that all administration protocols and procedures are efficiently undertaken.
- To attend supervision sessions & other meetings as required by the CEO.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Requirements of the Post

The nature of this post will require:

- Regular travel; therefore, a requirement will be access to and the use of a reliable vehicle with Business Insurance. Car mileage will be paid at the prevailing HMRC-approved rate (currently 45p per mile.)
- Lone working; therefore, the advice and guidance of Age UK South Gloucestershire must be followed.
- An ability to physically access individuals' homes in a variety of locations and conditions.
- The flexibility for attendance at occasional meetings and events outside of any agreed working pattern, including evenings and weekends for which time off in lieu will be given. All evening or weekend work will usually be agreed upon with plenty of prior notice.

Disclosure and Barring Service (DBS)

This post is subject to a satisfactory Enhanced Disclosure and Barring Service check, which will disclose all relevant cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

Person Specification

Essential Criteria

- Excellent IT skills and confidence in using a variety of different devices.
- Knowledge of various IT packages, social media, video conferencing platforms and a wide range of popular applications.
- The ability to explain technology, and the benefits of digital engagement clearly and in a straightforward way.
- The ability to relay information and instructions to learners with different levels of knowledge and skill with patience and in a clear, accessible, relevant, and personable way.
- Excellent interpersonal communication skills and a range of written communication skills for a variety of audiences and purposes.
- An understanding of the issues faced by older people, particularly digital exclusion.
- Confidence in delivering both group and 1:1 activities with older people.
- Excellent administration, time management and personal organisational skills.
- Ability to troubleshoot issues promptly as they arise.
- Ability to use initiative and work independently, but also to work cooperatively as part of a team.
- A commitment to promoting and supporting equality, diversity and inclusion, with an open-minded approach to individuals, avoiding judgement and stereotyping.
- A commitment to the aims and objectives of AUKSG.
- Willingness and ability to travel as required (The nature of this post will require regular travel throughout South Gloucestershire and occasionally further afield; therefore, access to and the use of a reliable car is essential).

Desirable Criteria

- A track record of successfully delivering frontline services for older people or other vulnerable groups.
- Knowledge and understanding of the digital inclusion agenda and relevant policy and local/national initiatives.
- Understanding and appreciation of the issues and barriers affecting older people and those around them, specifically with regards to digital skills.

How to Apply

If you are interested in becoming our new Digital Outreach Worker, please download an application form from our website:

www.ageuksouthglos.org.uk

Completed application forms should be submitted via email or post
FAO Nicola Fox, Operations & HR Director at:

hr@ageuksouthglos.org.uk

or

Age UK South Gloucestershire,
67 High Street, Thornbury, Bristol, BS35 2AW

Please ensure you have also completed the Equality and Diversity Monitoring section of the application form. The information on the form will be treated as confidential, and used for reporting purposes only. The form will be kept separate and will not form part of the application process.

Closing date:

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Interviews:

W/C 19th December 2022

For general information on Age UK South Gloucestershire or if you have specific questions about the role, please contact Nicola Fox, Operations & HR Director (details above) and she will be happy to arrange for an informal discussion with the appropriate member of staff.

