New Post: Digital Officer

Salary: £25,500

Hours: 37 per week

Location Base: IPC offices in central Middlesbrough.

Role Outline: To engage older people and support them to recognise the value of digital technology and develop their skills as appropriate for their daily life. This role has a focus on targeting activity to older people from black, minority and other ethnic minority communities in Middlesbrough.

Line Manager
- Line management responsibility – Bini Aria
- Project guidance and direction – Senior Digital Officer – The Hope Foundation

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Role Description:

Engagement Activities

- Develop new ways to engage older people from the target communities in activity, with a view to raising awareness of the value of digital technology.
- Develop opportunities for older people from the target communities to engage in digital activity, either on a 1:1 basis or in groups.
- Use intergenerational approaches to engage older people in digital activity

Deliver IT Support
- Provide one to one support to enable older people to gain the confidence and skills to use IT to enhance their daily lives
- Deliver group activity sessions which include, or will lead to, support for people to learn to use the internet safely as well as other apps and social networking as appropriate
- Deliver a range of online activities to help prevent loneliness and isolation in older people.
- Actively promote progression opportunities to develop ICT skills in older people that are useful in everyday life.

- Deliver a range of digital activities for people to get involved with
- Support staff team as required
- Support the distribution and use of devices and data to support older people in the community.

Work with partners and key agencies

- To work collaboratively with The Hope Foundation Digital Team, including receiving support, guidance and direction from the Senior Digital Officer.
- Help to develop the digital agenda across Middlesbrough with a wide range of partners
- Work with colleagues and agencies across Middlesbrough to maximise opportunities for access to digital technology and learning for older people from target communities
- Act on referrals from the wider ABM team and partners to provide support in the use of digital media.

Working practice

- Create a safe and welcoming environment and motivate older people to improve their digital use and skills.
- Help older people feel at ease and comfortable; considering their individual learning pace and helping them to gain confidence through their experience.
- Develop the online classroom to provide a sustainable way of offering support to older people
- Establish ICT as a main pillar of the delivery of this project
- Follow safeguarding policy and procedure at all times

Maintain Accurate and Auditable Records

- Use the necessary systems to accurately track interventions with individual people through Apricot
- Collect Case studies and good practice and contribute to the project learning as appropriate.
- Maintain accurate records in line with IPC and partner processes, audit and quality requirements

Contribute to your own Professional Development

- Participate in any courses or training that would improve your performance in and knowledge required for your role.
- Actively participate in supervision and appraisal process
- Undertake regular training relevant to the role as requested by management or agreed CPD

Person Specification:

Must have:

- A good overall knowledge of IT devices and skills
- a good all-round knowledge of IT, Internet, email, MS Office applications, Social Media and online skills and an enthusiasm about the difference ICT access can make to someone's life in reducing loneliness and isolation
- an ability to identify with and relate to older people and their needs and a willingness to understand their interests, barriers and motivations
- excellent people skills, be effective at communicating with and motivating people from various backgrounds and with a broad range of abilities and needs
- have a non-judgemental attitude and be committed to Equality and Diversity and the promotion of person-centred ways of working
- Excellent organisational and time management skills

Must be:

- proactive, self-motivated and able to organise and prioritise own workload
- approachable, understanding and flexible;
- able to tailor and review the approach according to individual skills, needs and circumstances and the demands of the ABM contract
- encouraging and supportive, raising aspirations and championing involvement and participation
- able to create a safe and stable environment
- able to work as part of a team or to own initiative
- able to respond to the needs of the project, older people learners and relevant stakeholders
- able to identify successes and areas for improvement and be proactive in addressing these
- comfortable signposting to and supporting other delivery as required
- interested in and act upon initiatives for self-development

Would preferably have:

- A qualification in IT

We are committed to meeting the needs of our diverse community and aim to have a workforce reflecting this diversity.

We are also committed to safeguarding, prevent and promoting the welfare of vulnerable adults. We expect all staff to share this commitment. This post requires an enhanced DBS check.