

Job Description

Digital Inclusion Key Worker, Falkirk Employability Service

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based.

We meet people where they are, and support them towards where they want to be.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Cyrenians provide a number of services in Falkirk which support people to overcome challenges, to provide opportunities for people to progress, and places and spaces for the local community to connect to our mission.

These include:

- A number of employability support services, including key work, training and qualifications
- Arnotdale House Café - providing a resource for the community while contributing to Cyrenians social aims
- Dollar Park walled garden – offering an attractive space for the local community, again supporting Cyrenians social aims
- A number of initiatives targeted at improving the health, wellbeing and opportunities within local communities

This new post has been created to support delivery of our Employability Services. As a digital champion the post-holder will support individuals to

set up and use a Chromebook and how to get the best from digital tools. In addition to this the service has designed short group workshops that will enable collective learning in using the Chromebook.

At the heart of this role is partnership working with Employability training Unit and Justice Services. Growing people either through 1:1 individual support within areas identified at point of referral, or via short group workshops covering a specific topic.

The post-holder will have good levels of IT skills, but doesn't need to be an expert. You will be comfortable working with learners, delivering basic digital training, such as: how to use email, how to access job sites and how to stay safe online.

The service has been designed to provide virtual support during the pandemic and can be adapted to face to face work as we progress through the Scottish Government Roadmap.

This is an innovative service that will require the postholder to be flexible and adaptable to each individual's needs and recognises the benefits of partnership working with referrers.

2 Main Tasks and Responsibilities

Delivery and coordination of training.

Provide support to individuals on a 1:1 basis

- Provide flexible assistance to individuals in relation to their action plan, drawn up at first meeting
- Support individuals in CV writing and disclosure letters
- Show individuals how to set up Chromebooks and other digital devices
- Encourage individuals to develop confidence in using digital communication
- Manage an appointment calendar - averaging an hour per session with each service user

To ensure that all participants complete the group workshops

- Facilitate delivery of the workshops to a maximum of 8 people
- Supporting individuals to participate
- Communicate effectively with trainers and co facilitate when required

Administration

- Keep a log of all IT equipment
- Keep a log of all mobile phones
- Ensure all paperwork related to individuals and the workshops is completed and photocopied when required

Communication

- Build and establish relationships with individuals and staff ensuring that all aspects of the program are fully complete
- Ensure any concerns within the training room/virtual room or related to individuals are reported to Employability Manager
- Ensure weekly records have been completed for each participant, recording and monitoring any progress or concerns and sent to the referrer

Monitor, report and evidence achievement

- Ensure all activity is appropriately monitored and reported on – evidencing impact
- Ensure all individuals complete an exit questionnaire
- Ensure individuals hours of attendance are recorded
- Ensure incident reports completed and sent to ETU
- Ensure completion of lamplight data collection
- Input Outcome Star data
- Liaise with referrers verbally and provide written reports when required

Other

- Participate in service team/planning meetings and reviews.
- Maintain individual work plan which is consistent with the overall service plan.
- Participate in annual performance review and supervision sessions.
- Undertake training which is appropriate to the project's needs.
- Undertake other tasks as required by the Falkirk Services.

3 Person Specification

Knowledge and Experience	
Ability to use computers, tablets and smartphones to search the internet safely	Essential
Ability to set up and use Chromebooks	Essential
Enthusiastic about the positive effect that technology can bring to someone's life	Essential
Ability to explain technology in simple terms	Essential
Ability to understand and accommodate individuals' interest and motivations for learning	Essential
Ability to have a positive attitude and remain calm in challenging situations	Essential
Experience of working with individuals who face multiple barriers.	Essential
Commitment to quality assurance and high standards in service delivery.	Essential
Have the ability to engage with all age groups (16plus)	Essential
Ability to establish strong partnerships and to work collaboratively with other agencies and services.	Essential

Ability to complete reports.	Essential
Experience and understanding of employability and justice issues and networks	Desirable
Understanding of impact of poverty, inequality and social isolation on people's lives	Desirable
Values and attributes	
Ability to work autonomously to plan workload, meet deadlines and also work as part of a wider team.	Essential
A commitment to staff training and development.	Essential
A strong commitment to service excellence.	Essential
A commitment to continuous improvement.	Essential
Ability to relate to and communicate with people from a vulnerable background	Essential
Excellent IT Skills	Essential
Excellent written and verbal communication skills.	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians' Board of Trustees (via the Chief Executive)
<u>Line Manager:</u>	Employability Manager
<u>Liaison with:</u>	Cyrenians and external bodies including Employability Training Unit, Justice Services and Social Work
<u>Workplace:</u>	Falkirk office
<u>Working Hours:</u>	37 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£21,532 - £24,077 (scale points 20-24). Starting at SCP20.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Disclosure:</u>	PVG membership is required

5 Application deadline and Interview dates

<u>Closing date:</u>	Monday 26 th April 2021 at 12noon
<u>Interview date:</u>	Tuesday 4 th May 2021
<u>Second stage:</u>	Thursday 6 th May 2021

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.