

Job Title	Digital Participation Manager	Organisation / Project	Community Led Action & Support Project (CLASP)
Location	North Ayrshire	Travel Required	Yes
Salary / Benefits	Salary plus 10% pension contribution		
Hours of Work	28 hours per week		
Reporting to:	Board of Directors		
Direct Reports:	Volunteers		
Job Summary			
<p>To manage a Digital Project for over 50's forming part of the HOPE Project and delivered through the recruitment, training, support and supervision of a volunteer team of Digital Buddies and provided on an outreach basis at multiple venues across North Ayrshire. The Project will provide one to one tuition for older people to attain basic essential digital skills using the Essential Digital Skills Framework with option of learning progression through small support groups. Assist in the continued development and design of Digital Project services and processes including researching and completion of new funding applications to expand and develop project services.</p>			
Job Description			
<p>Service Delivery</p> <ul style="list-style-type: none"> • Recruit, train, support and match suitable volunteers to support delivery of one to one digital tuition and small group support for over 50's using the Essential Digital Skills Framework. • Assess training needs of volunteers, deliver training appropriate to their volunteer roles, and maintain records of training undertaken. • Payment of volunteer expenses. • Source and book suitable outreach venues for one to one tuition and small group support ensuring risk assessments are carried out and records kept. • Establish suitable referral pathways and processes. • Research further funding opportunities and complete appropriate funding applications to expand and develop the Digital project services in consultation with the General Manager and HOPE Manager. • Track project progress against agreed outcomes including developing and maintaining systems for monitoring and evaluation of same as outlined in funding application. • Ensure statistical data is retained for all service users and appropriate records retained in line with GDPR. • Promote digital learning opportunities for over 50's via partner organisations and social media platforms. • Organise, coordinate regular volunteer team meetings, and keep records of meetings. • Act as Signatory for Volunteer Scotland and process and administer PVG Disclosure checks for volunteers/staff members in line with CLASP – Disclosure, Rehabilitation of Offenders and Protection of Vulnerable Groups/Handling, Use, Storage and retention of Disclosure Information policies and relevant legislation. • Lead on social media, working closely with service users, staff and volunteers 			

- Prepare and submit monthly progress reports to the CLASP Board of Directors.
- To observe all Health and Safety Requirements
- Develop Asset Register of Equipment.
- Any other duties appropriate to the role, as directed by the CLASP Board of Directors.

Resources

- Manage all resources efficiently and account for their usage in accordance with policy and procedure

Organisational

- Play an active role in supporting the achievement of team and organisational objectives
- Maintain a current knowledge of, and adhere to, CLASP and associated projects policies, and procedures
- Represent CLASP positively taking a professional approach at all times, promoting the organisation's mission and values
- Participate constructively in meetings, forums, training opportunities and other events
- Contribute knowledge to inform service and organisational improvements and developments

Professional Development

- Participate fully in support and supervision sessions and operations meetings
- Participate in training and development opportunities identified or agreed by line manager
- Maintain a current knowledge of available resources, and relevant regulatory and legislative requirements
- Take responsibility for own continuous professional development

Culture

- Promote a culture where diversity and difference is valued and respected
- Treat service users, colleagues and external contacts with respect
- Actively develop good relationships with service users, colleagues and external contacts
- Promote the learning organisation by proactively participating in the professional development of self and others, and in service improvements and developments
- Encourage improvement and innovation by sharing ideas, reflections and experience of service delivery
- Embrace experimentation, positively trying new ideas and service developments

Implemented : 01-11-21

Reviewed: 31-03-21