Job Description 

|  |  |
| --- | --- |
| Job Title | **CARDS Digital Inclusion Locum Worker** |

|  |  |
| --- | --- |
| Core Purpose of Job | CARDS (Community Alcohol Related Damage Service) matches volunteers, as ‘befrienders’, with individuals who have a current or historic relationship with alcohol that has led them to be less active in their local community. This relationship, between the individual and the volunteer, acts as the vehicle for positive health and social outcomes. Rowan Alba Ltd has obtained funding from Scottish Government’s Communities Recovery Fund to employ a Digital Inclusion Locum worker to help our service user group get online and become more skilled in using digital tools, and to help Rowan Alba staff and volunteers become better at using online tools to engage with our community. |

|  |  |
| --- | --- |
| Organisational Position | The project will be managed by our Befriending Service Project Leader and our Wellbeing Activities Co-ordinator |

|  |
| --- |
| Key Outcomes.The post holder will ;  |
| 1 | Support 60 older people (50+) receiving 1:1 befriending support from our volunteers as well as 12 older residents of our supported accommodation. |
| 2 | Work with individual clients at their own pace in their own homes. They will conduct initial assessment of clients’ digital skills during their 1:1 befriending sessions using simple questionnaires |
| 3 |  Introduce using apps for public transport, addiction recovery, repeat prescriptions; setting up email and Face-time to communicate with e.g. GPs, hospital, housing, re-connecting with friends and family; searching the internet to research hobbies/interests; creating social media/WhatsApp accounts to encourage peer support and engage with community services. |
| 4 | Train volunteers in groups, either face-to-face where possible or on Zoom |
| 5 | Provide practical help with life skills for older people with mobility issues e.g. online shopping, prescriptions, banking, emailing health services.  |



|  |
| --- |
| Authority Levels |
| Financial and tangible resources |  Inputting to the ongoing monitoring and reporting on service expenditure |
| People | CEOStaffVolunteersLeadership TeamService user group |
|  |  |

|  |  |
| --- | --- |
| Accountability |  |
| Freedom to act | The Digital Inclusion officer will have the freedom to act in progressing ideas that originate from their experience in the sector, their understanding of the CARDS service and person centred support. |
| Risk Management | The Digital Inclusion officer is responsible for following covid 19 national guidance and risk assessing all aspects of the role and reporting, documenting and updating risk assessments of The individual client visitThe service risk assessment as a wholeThe ongoing individual risk assessment of the individual themselves and instigating conversation and understanding about the organisations requirement to assess risk to reduce harm and hazards.  |
| Level of problem-solving required | The Digital Inclusion officer will take part in group and one to one supervision to contribute to the organisations requirement to provide a safe and risk assessed place of work. This involves identifying risk and leading the conversation around risk reduction and risk management.  |
|  |  |

.



|  |
| --- |
| Communication |
| Subject complexity and expertise | By helping individuals learn basic digital skills safely and confidently we will improve the support provision. Helping reduce their isolation by introducing them to social media and FaceTime. Support their positive health outcomes in relation to addiction by introducing recovery related apps.  |
| Contact inside the organisation | The Digital Inclusion officer will work in partnership with volunteers and clients to evaluate and report on progress. Our current Service User Forum will feed into design of the project including initial assessment questionnaires |
| Contact outside the organisation | Connecting individuals and groups to the Rowan Alba community by linking them with our National Galleries online art project, Group volunteer activites, Group and one to one outings at the botanics and other local areas of interest.  |
|  |  |

|  |
| --- |
| Competencies required |
| Core Competencies | Establishing, maintaining and developing relationshipsProviding feedback and reflecting on your own practice Presenting information by way of reports, presentations, training courses and Researching activity in the organisation’s key areas Presenting information including on social media platforms |
|  |  |



Person Specification

|  |
| --- |
| Experience |
| Essential | Experience of teaching people, IT skills including use of on-line tools from basic introduction upwards |

|  |
| --- |
| Knowledge and understanding |
| Essential | Demonstrated experience of using a range of digital tools e.g. ZoomUnderstanding of on-line safety issues, especially as this relates to young peopleAwareness of the needs and responsibilities of the Data Protection, Equalities and Vulnerable Adults legislationExcellent understanding of confidentiality and professional boundariesExcellent IT skills (MS Office, Excel internet, email, databases, marketing via social media, online platforms and digital engagement tools eg Zoom) |

|  |
| --- |
| Skills, education, qualifications |
| Essential | SVQ Level 3 or willingness to work towards if necessary understanding of coaching or trauma informed practice.  |
|  | Ability to give and receive feedback with a view to maintaining integrity for the organisation, self, staff and service user. |
|  | A member of the PVG scheme for children and protected adults |
|  | A non-judgmental outlook with the ability to handle difficult situations with sensitivityCommitment to Inclusion, Equalities, Equal Opportunities and Anti-Discriminatory practice |
|  | Ability to develop, monitor and maintain accurate records and use to manage the overall project planning. |
|  | Ability to collaborate and work positively across the team by sharing the wider aims and working collectively and learning from the staff groups experience to achieve our digital aims.  |