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**Job Description and**

**Person Specification**

**POST TITLE: Digital Health Hubs Engagement Worker**

**DURATION:** Fix-term contract,12 monthsinitially,with possibility of extension subject to availability of funding

**HOURS OF WORK**: 17.5 hours per week, to be worked in accordance with DVVA Conditions of Service

**SALARY:** Grade 3 (£21,330 - £23,700) pro-rata

**RESPONSIBLE TO:** Technology Enabled Care Communications Development Officer

**PURPOSE OF POST:**

To facilitate the provision of Near Me video consultations and other digital support in the Community Hub at Brooksbank Centre, and roll out the engagement work to other community-based venues, i.e. Dundee Libraries initially. You will be highly motivated with a passion for making digital health care more accessible to more people; to do this, you will engage with organisations, services and community members to increase the uptake of services such as Near Me video consultations or Connect Me, as well as enable individuals to access online prescriptions, healthcare and wellbeing information, Universal Credit updates and other benefits applications.

The Engagement Worker will be responsible for coordinating and developing volunteers who will help members of the public to confidently access digital health care solutions. In this role you will recruit, select and induct new volunteers, providing support throughout their volunteer journey with us. This is an essential front-facing role and will involve a degree of pastoral care for members of the public using this service.

**MAIN DUTIES:**

* Provide an essential front-facing role in the provision of Near Me and other digital health-care services across a range of community venues in Dundee.
* Equip a private space to be used for Near Me consultations and help members of the public upload healthcare information using Connect Me.
* Run digital taster sessions to empower members of the community in Dundee to use digital resources through our #DigiDundee programme.
* Ensure that the various venues rules on hygiene, infection control and security are followed, and risk assessments are in place; liaise with each of the community venue’s staff as required.
* Maintain and show an exhibition of home health monitoring devices.
* Working with relevant DVVA staff, recruit, train and support volunteers to assist members of the public to use Near Me and/ or access other digital health-care resources relevant to their circumstances.
* Assist members of the public to use Near Me, Connect Me and other health and social care services.
* Gather data through simple surveys and conversations to assist in the monitoring and evaluation of the project.
* Proactively assist in the development of other sites for the same purpose.
* Proactively contribute to the longevity of the project in terms of funding and volunteer recruitment.
* Collaborate with cross-sector partners to increase awareness of the service across Dundee, ensuring the message reaches those more socio-economically challenged communities.
* Report to DVVA’s TEC Communications Officer who will provide support.
* Adhere to and raise the importance of equality, diversity and inclusion with the volunteers and maintain up-to-date self-knowledge of them.
* Contribute to DVVA’s ongoing Equality, Diversity and Inclusion knowledge.
* Update the internal SharePoint site page for Digital Community Health Hubs.

# OTHER DUTIES

The job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties as it is recognised that jobs

change over time. Should the duties change radically then the post and grading will be reviewed.

# CONDITIONS OF SERVICE

* These are set out in the organisation’s staff handbook.
* All staff meeting the qualifying criteria may join a defined contribution pension scheme provided by TPT Retirement Solutions.
* The organisation has an equal opportunities policy and seeks to be an equal opportunities employer.

**ANNUAL LEAVE:** 21 days per annum on appointment increasing each year by 1 day to a maximum of 25 days, plus 6 public holidays, plus 5 days Christmas closedown. Pro-rata for part-time staff.

**LOCATION:** Our main office is based in Dundee city centre and we also have community locations in Lochee and Whitfield. The successful candidate will be working from community-based venues, i.e. Brooksbank Centre and Dundee Libraries initially.

**TRAINING:** Staff may make application to pursue appropriate training.

**JOB DESCRIPTIONS** are reviewed from time to time.

**Person Specification**

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|  | **Essential**  | **Desirable**  |
| Professional/Educational Qualifications |  |  |
| Relevant SVQ qualification or equivalent professional or volunteer experience | **🗸** |  |
| Good IT skills and a strong knowledge of Office 365 | **🗸** |  |
| HNC Social Services  CLD Qualification Volunteer Management or equivalent experience  |  | **🗸** |
| **Knowledge and Experience** |  |  |
| Knowledge of the ethos of the voluntary and community sectors  | **🗸** |  |
| Experience of developing projects and initiatives  | **🗸** |  |
| Understanding of the role of GPs, outpatient clinics and hospitals.  | **🗸** |  |
| Design, delivery and evaluation of training sessions/ workshops | **🗸** |  |
| Establishing and maintaining effective working relationships. | **🗸** |  |
| Knowledge of up-to-date Equality, Diversity and Inclusion legislation.   | **🗸** |  |
| Knowledge of care or healthcare, education sector, experience of disability or working with disabled people  |  | **🗸** |
| Experience of work within the Voluntary Sector |  | **🗸** |
| Experience of managing volunteers |  | **🗸** |
| Skills and abilities |  |  |
| Excellent communication skills, both oral and written | **🗸** |  |
| Excellent organisational skills with the ability to handle multiple tasks simultaneously | **🗸** |  |
| Strong interpersonal skills, with the ability to manage internal and external relationships effectively  | **🗸** |  |
| Ability to confidently build and maintain relationships with a diverse range of individuals and partner agencies.  | **🗸** |  |
| Advanced IT skills, including in the use of Microsoft Office and Social Media  | **🗸** |  |
| Ability to motivate and develop others | **🗸** |  |
| Presentation skills as the successful candidate will be demonstrating usage of tablets and Chromebooks and software i.e. Near Me and Connect Me | **🗸** |  |
| Ability to speak and understand more than one language.  |  | **🗸** |
| Personal Qualities |  |  |
| Self-motivated, enthusiastic and committed | **🗸** |  |
| Flexible approach with an ability to think creatively  | **🗸** |  |
| Respect for confidentiality | **🗸** |  |
| Patient, empathic and tolerant | **🗸** |  |
| Additional Job-Related requirements |  |  |
| Satisfactory PVG check  | **🗸** |  |
| Flexible working which may include evening and occasional weekend work | **🗸** |  |
| Willing to work across a number of community-based venues, i.e. Brooksbank Centre and Dundee Libraries | **🗸** |  |