

## **Job Description**



**Job Title:** Digital Literacy Worker

**Report to:** Service Manager, Intervention Service.

**Hours:** 35 hours per week

**Salary:** £25,000 per annum

Temporary until 31/12/2024. We will be seeking other funding to continue this service.

### **Job Purpose**

This is an exciting new role within The Marie Trust, delivering a Digital Literacies Project specifically focusing on people at risk of drug-related harm which aims to improve digital inclusion to improve the health outcomes to reduce the risk of harm.

We are looking for an enthusiastic, and non-judgemental person to assist in identifying the barriers that prevents digital access, and where literacy prevents people from getting online.

### **Principal Duties**

- Lead the digital hub at The Marie Trust, promoting wider digital access and literacy support.
- To engage with people who are at risk of drug-related harm and those who are experiencing homelessness and/or released from custody to get online, helping them navigate the web and providing digital solutions for people who do not have access to the internet.
- To support the use of the internet, helping people who struggle with poor motor skills and are not familiar with the use of iPads and smartphones.
- Assess literacy baselines and register people to use the Citizen Literacy app, supporting them to understand and use the app and monitor and support them whilst undertaking the literacy program.
- To provide one-to-one literacy support and promote wider access to digital skills for people who use the service. (We will provide training for the Citizen Literacy and Digital Champions).
- By keeping complete, confidential, up-to-date records, in line with policies and procedures, monitoring requirements, and best practices.
- Monitor and record one-to-one literacy and digital engagement and progress and interactions.
- Lead a small team of volunteer digital champions to help deliver the project get people online and support them to access the services they need to improve their quality of life. This may involve registering with GP practices, Addiction and Mental Health Supports, Universal Credit, NHS websites, Dental, and other services that are relevant and improve their health.
- To organise and deliver groups within the Digital Hub service, which will include a variety of activities, information sessions, and peer support sessions.

- To signpost or refer individuals to additional or different support as required.

## **Person Specification**

### **Essential criteria**

- SVQ 2 level qualification (or equivalent) in Health & Social Care or similar, or experience of delivering forward facing support services at a similar level.
- Experience working with people who are homeless, in housing need, people at risk of drug-related harm, and/or socially excluded.
- Excellent organisation and interpersonal skills are essential as this role involves working in our digital hub, engaging with people who drop in for support, and engaging them in digital and literacies.
- Excellent written and oral communication skills.
- Excellent IT skills.
- Ability to recognise own deadlines and prioritise workload accordingly.
- An understanding of the needs and motivations of volunteers.
- Excellent relationship building skills and the ability to deal with information confidentially and sensitively.
- A flexible and creative approach to complex issues.
- Proven ability to network with other agencies and organisations.
- Displays awareness of the importance of professional boundaries.
- Ability to demonstrate a commitment to non-discriminatory, non-judgmental, and person-centered practice.

The current duties of the role require criminal records check or membership of the PVG scheme through Disclosure Scotland. Proof of qualifications and two satisfactory references.

The Marie Trust is an equal opportunities employer, and welcomes applications from those with lived experience of homelessness/ mental health/ drug related harm.