

Tel: 0141 954 7554
 Web: www.linkes.org.uk
 Email: contact@linkes.org.uk
 Registered Charity Number SC037175

Community Rooms, 200 Lincoln Avenue, Glasgow, G13 3PP

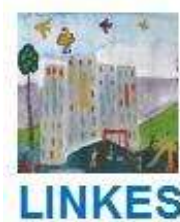
Digital Inclusion Worker

Job Title:	Digital Inclusion Worker
Hours of work:	21 hours per week
Salary:	£30,498 pro rata (£18,837 for 21 hours)
Contract length:	Fixed Term until 31st January 2029
Reports to:	Senior Community Development Worker
Responsibly for:	Digital Inclusion Project delivery
Key Relationships:	Community members; Children and young people accessing Linkes; CYP on Lincoln estate; volunteers; sessional workers; Linkes staff, Linkes board; partners; Linkes stakeholders
Budgetary Responsibility:	Volunteer expenses

Main Purpose and Scope of Job

The Digital Inclusion Worker will be instrumental in enabling community members, who face barriers to digital participation, to develop confidence and skills and improve access to digital technology essential for modern life. By developing and delivering digital skills workshops, programmes and one-to-one support, this role will support community members to safely access digital services such as online banking, welfare, education, or health services.

This role will work closely with our other services to improve digital outcomes across our organisation. The position requires flexibility to work with diverse groups, including refugees, families, children and young people and older adults, and adapt to the changing needs of our community.



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Key responsibilities:

1. Conduct and implement a community needs assessment to inform development of digital inclusion programme
2. Design and deliver digital skills workshops and activities across existing community groups
3. Develop and deliver two specialised digital skills courses annually
4. Provide one-to-one support during advice drop-in sessions to support people to access online services
5. Support people to develop confidence in using the internet safely, including awareness of scams, privacy and online security
6. Contribute to staff, board and volunteer digital skills development
7. Support community members in accessing devices and data through partnerships
8. Support the management and distribution of digital devices where appropriate
9. Develop and maintain positive relationships with partner organisations, training providers and local services that can support digital inclusion
10. Maintain detailed records of participant progress and engagement
11. Ensure that all activities are delivered in line with Linkes' policies on health and safety, safeguarding, equality and confidentiality
12. Support all community members in an inclusive and non-judgemental manner
13. Commitment to continuous professional skills development
14. Any other duties identified by the Senior Community Development Worker to facilitate the running of the project and Linkes in general

Person Specification - Knowledge, Skills and Experience



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Essential

- Proven experience in delivering digital skills training in a community setting
- Strong understanding of digital inclusion barriers and solutions
- Experience working with disadvantaged communities
- Ability to work with people from diverse backgrounds and abilities
- Strong organisational and project management skills
- Flexibility to work independently and as part of a team
- Experience in monitoring and evaluation
- Experience of working in partnership with a range of organisations
- Knowledge of anti-discriminatory practice
- Patient, empathetic and non-judgemental approach
- Strong commitment to community development

Desirable

- Community language skills (particularly Arabic or Pashto)
- Knowledge of digital skills frameworks and assessment tools
- Understanding of the welfare benefits system and online services