

JOB DESCRIPTION

Position: Digital Inclusion Worker
Report to: Community Learning & Development Manager
Department: Community Learning & Development

Purpose of the Job

To provide a welcoming and safe community-based space, supporting people to develop their digital skills to improve connection and quality of life.

Key Duties

- Deliver a weekly digital drop-in session on Wednesday afternoons, and provide individual 1:1 support to learners where needed
- Plan a digital training programme to run in a drop-in club environment, in consultation with group participants, to ensure the session content is suitable for their needs
- Help people search for suitable opportunities like paid work, training, volunteering, work placements or further education in line with their personal goals and funder criteria
- Carry out all administration tasks required for the project including tracking registrations, attendance, subjects that have been delivered and outcomes, on the project database
- Manage the project mailbox, answering enquiries in a timely manner
- Support digital group volunteers to have fulfilling roles, providing support and guidance to help them progress
- Continually monitor the effectiveness of the programme by seeking feedback from participants to ensure the sessions meet their needs, feeding back ideas and challenges to the Community Learning and Development Manager
- Promote the programme to recruit new members and raise awareness of the service
- Prepare a de-brief after every session, including feedback from participants and volunteers
- Arrange any materials or equipment needed for the sessions in line with project budget
- Track and evaluate progress of group members, maintaining accurate detailed records for each member in funder and internal databases
- Ensure the safety of members whilst attending, carrying out risk assessments and reporting any safeguarding concerns
- Produce weekly reports to the Learning & Development Manager and engage with monthly Digital Team meetings
- Undertake other tasks as set out by the CEO or line manager to support the needs of the organisation.

Team work & Behaviours:

- Work to Space and sector legislative, ethical, policy and procedural requirements
- Understand the requirement for confidentiality in our work
- Care for the work environment to promote effective and harmonious working
- Nurture a culture of kindness; upholding the integrity of Space and living our values

- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning
- Undertake relevant Continuing Professional Development and training

Line Management:

- Report to the Community Learning & Development Manager on a weekly basis

PERSON SPECIFICATION

ESSENTIAL
A minimum of 1 years' experience of providing a support service in a community environment
Experience of designing, delivering and evaluating drop-in learning sessions to support people to develop their skills and achieve their goals
A professional qualification in community education, or another topic you feel is relevant and beneficial to this role. Or be able to demonstrate similar level of knowledge through work experience
Be able to articulate the importance of digital skills as a vital life skill, and how this is linked to quality of life and wellbeing
A strong desire to support people to develop their digital skills and confidence
Confidence in the use of Microsoft packages – Word, Excel, Outlook, PowerPoint, Teams
Be highly organised in order to keep accurate records within the funder database (helix) and provide relevant data for funder reporting
Ability to manage multiple tasks and prioritise own workload with minimal supervision
Have an understanding of Health & Safety practices including Safeguarding of Vulnerable People and carrying out risk assessments
Excellent English communications skills – listening, writing and speaking
Have a can do attitude, be adaptable and ready to take on new challenges
Have excellent interpersonal skills and confidence to naturally form relationships with a range of people of all ages and walks of life
Be prepared to live Space values and nurture a culture of compassion and kindness
Be respectful and patient with all people, whatever their background
DESIRABLE
Have an understanding of community education ethos (CLD standards)
Experience of recruiting and supporting volunteers
Current knowledge of support services and opportunities across Edinburgh in order to signpost learners