

Daventry Volunteer Centre
Let's Get Digital Project Worker
Job Description

Responsible to: The Let's Get Digital project co-ordinator and the CEO of Daventry Volunteer Centre.

Purpose of Post:

To work closely with the Let's Get Digital project co-ordinator to ensure the effective delivery of the Let's Get Digital project.

To recruit, support, and train Digital Champion volunteers to help deliver IT training and support to elderly people across Daventry & South Northants areas, working in partnership with Daventry Volunteer Centre and SNVB volunteer recruitment co-ordinators, the DVC project co-ordinators, and referral agencies including GP surgeries, Social Prescribers, Adult Social Care etc.

Project delivery will increase the Health & Wellbeing of older people living in the rural areas of West Northamptonshire Daventry & South Northants areas, by tackling the digital divide that exacerbates social isolation, and enabling them to access health appointments, information and services, and improve connection to family and friends.

Notes to the Post:

The post holder will actively follow policies including Equalities and Diversity, Health & Safety and Safeguarding policies.

As the project develops there may need to be changes to the duties and responsibilities. These will be reviewed and amended in consultation with the post holder.

Duties and Tasks:

The project Worker will:

1. Work closely with the Let's Get Digital project co-ordinator to ensure the smooth and effective co-ordination of the project.
2. Work with the Daventry Volunteer Centre volunteer brokerage staff to recruit individuals who would like to volunteer to help isolated elderly people improve their IT skills as Digital Champion Volunteers.

3. To ensure all volunteers receive full training, an induction session and an induction pack with relevant Health and Safety information, relevant DVC policies and volunteer expenses claim forms.
4. Work 1-1 with elderly beneficiaries referred to the project to identify their digital technology support needs and devise a Personalised Plan to address these needs e.g. for online banking, online shopping, ordering repeat prescriptions, making GP appointments, using Tablets/Laptops/phones to connect via social media with family and friends.
5. Create step by step instruction documents tailored to each elderly beneficiary that will act as a reminder of how to access the services/social media identified in their personal plans.
6. Signpost to other organisations as appropriate, for any identified additional support outside the scope of the Let's Get Digital project e.g. Happy at Home Befriending project, Citizens Advice Bureau, Social Prescribers, Age UK Cleaning or DIY services etc.
7. In consultation and agreement with the project co-ordinator, to use the DVC monitoring and evaluation tools to ensure all aspects of the project properly recorded including:
 - Completed Personalised Plans to addresses support issues identified by the elderly beneficiary.
 - Up-dating and maintaining Volunteer Plus, Contact sheets and other records
 - Completing surveys to measure customer satisfaction, improvements to well-being, and future developments for the project.
 - Creating a bank of Case Studies, reports to be shared with Health & Social Care partners, other statistical monitoring as required by the CEO.
8. Organise regular, on-going Volunteer social events.
9. To liaise closely with referral agencies to ensure appropriate referrals.
10. To promote an environment that champions equal opportunities to all volunteers and clients, and embraces diversity as a core function, in keeping with DVC's policies on Equal Opportunities and Diversity Statement.
11. To carry out risk assessments for all activities to be undertaken and generally to ensure that all reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the DVC policies and procedures relating to health and safety.
12. Generally, to assist in the promotion of the Let's Get Digital project e.g. via Social Media, talks, presentations, articles for publication.

13. To maintain confidentiality, in keeping with the DVC Confidentiality policy.
14. To attend staff meetings and supervision sessions, and training where appropriate.
15. To undertake any other duties in relation to the work of the project, as required by the CEO.

August 2024