

Carers Digital Inclusion Worker

Job Description & Person Specification



Carers Digital Inclusion Worker

Hours	30 hours per week
Contract	12 month contract from start date
Salary	£27,000 - £28,250 (Full time equivalent)
Location	Shipley office, frequent travel across Bradford District
Probationary Period	6 months
Reporting to	Service Manager
DBS Check Level	Enhanced

Carers' Resource is a Yorkshire charity established in 1995 to support unpaid carers of all ages across Bradford, Harrogate, Selby and Craven. Our carer support promotes independence, choice, and wellbeing taking a holistic approach shaped by the Care Act 2014 and Children and Families Act 2014. Through both our Carer teams and Hospital teams our quality services are now delivered to carers and vulnerable people, to ensure they are well supported through the provision of tailored information, practical advice and emotional support.

We are proud to be an inclusive employer and are committed to building a diverse workforce that reflects the communities we serve. We welcome applications from all backgrounds and particularly encourage applications from individuals who can bring different perspectives, experiences, and ideas to our organisation.

Role guide:

As the Carers Digital Inclusion Worker you will coach digitally excluded carers to enable them to use online services confidently and safely. You will support carers to develop the skills they need to allow them to utilise online tools to lead a more independent and empowered life. Training would be delivered to carers in small groups as well as 1:1 digital skills development support.



You must drive and have access to own vehicle, or suitable alternative and time efficient travel arrangements, to move around Bradford District, carrying equipment as needed.

Your work aligns with local safeguarding procedures, promoting wellbeing and positive change for individuals.

Key Responsibilities

Digital knowledge and support:

Deliver one to one, telephone and group sessions to carers to enable them to use IT equipment in order to:

- > Engage with the GP's and other NHS services
- > Connect with friends and family
- > Use the internet
- > Support their mental health and wellbeing
- Understand all types of equipment (desktops, laptops, tablets and phones), operating systems (Windows, Android, Apple and Kindle) and software (programs and apps)
- Research solutions to client's challenges through using appropriate equipment and browsing the internet.
- Ensure that all equipment is accounted for at all times.
- Organise appropriate one-to-one and group support programmes for clients, delivered directly and by volunteers.
- Support the identification, recruitment and training of volunteers.

Outreach and Promotion:

- Participate, as a representative of Carers' Resource, in multi-agency meetings, voluntary forums and other events, feeding back appropriately to your line manager and the team.
- Promote the service, and wider Carers' Resource services externally.
- Undertake marketing and promotion for the service.
- Identify and recruit clients.

Partnership and Advocacy:

- Liaise with professionals and agencies to effect positive changes for clients.
- Act as an advocate when extra support is required to empower them towards effective solutions.
- Ability to work in partnership with other external services and agencies
- Promote and demonstrate effective communication at all times with service users, carers, colleagues and other departments. Recognise the need for tact, consideration and confidentiality.



Documentation and Collaboration:

- Maintain up to date and accurate records while respecting confidentiality guidelines.
- Report, document and act on untoward incidents appropriately, escalating as indicated.
- Collect project monitoring information and data to feed back to the Manager
- Collaborate effectively with the team, volunteers, and external agencies for holistic support delivery.
- Participate in training and team meetings, demonstrating effective teamwork and proactive engagement.
- Work to Key Performance Indicators and support with monitoring reports as required e.g. case studies for funders/trustees, contract monitoring etc.
- Work within all the policies and practices of Carers' Resource, follows health and safety procedures.
- Follow all financial controls and ensure all expenditure is fully accounted for.

Continuous Improvement:

- Stay updated on relevant services and organisations.
- Take responsibility, in consultation with your line manager, for personal development and progression, participating in performance reviews and regular supervision.
- Attend all role relevant mandatory training and role specific training and other staff development opportunities as and when required.
- Make full use of supervision, peer support with other workers and other support as necessary in order to remain well and safe. Accept and learn from feedback.

Person Specification:

Experience	
Health or Social Care / Third Sector background.	Desirable
Experience of assessing the needs of vulnerable people and providing reassuring person-centred support in-line with their goals.	Desirable
Experience of Supporting clients in groups and on a one to one basis.	Essential
Experience of using all types of equipment (desktops, laptops, tablets and phones), operating systems (Windows, Android, Apple and Kindle) and software (programs and apps).	Essential
Experience of delivering training sessions to groups, using best practice and adjusting the delivery to meet the audiences needs.	Essential
Experience of working in community settings and securing/managing premises for sessional use.	Desirable



Skills and abilities	
Able to manage complex workload and be solution focussed.	Desirable
Skilled communicator and negotiator and ability to present information in a clear and understandable way.	Essential
Fully IT literate and the ability to utilise IT to communicate with others and research information.	Essential
Ability to lead, motivate and manage volunteers and sessional workers.	Essential
Ability to simplify complex information to teach to clients.	Essential
Ability to work confidently and independently and as part of a team.	Essential
Knowledge	
Knowledge of issues faced by those who are digitally excluded.	Desirable
Knowledge of technology it's platforms such as social media.	Essential
Knowledge to be able to signpost clients to other organisations.	Essential
Knowledge or experience of how to manage a project and develop its potential.	Essential
Other requirements	
An understanding of the need for confidentiality, sensitivity and a non-judgemental attitude.	Essential
Evidence of a good general education, level 2 (GCSE level) or above.	Essential
Flexibility - preparedness to work outside formal hours.	Essential
Capacity to engage, inspire and motivate colleagues.	Essential
Capacity for reflective practice.	Essential
Daily use of own transport and clean, current driving licence and business use insurance, or a suitable alternative and time efficient travel arrangements, to move around Bradford District, carrying equipment as needed	

Equality, Diversity & Inclusion

Carers' Resource is committed to equality, diversity and inclusion and welcomes applications from all sections of the community. We are committed to creating a workplace where everyone feels valued, respected and supported.

