



**Holloway
Neighbourhood
Group**

Registered Charity Number 290493

Digital Inclusion Project Worker - Job Pack

December 2021

WELCOME!

Thank you for your interest in working with us at Holloway Neighbourhood Group. This pack will give you the information you need to consider the role, including background information about the charity, the duties of this role and the skills we are looking for, and how to apply.

Holloway Neighbourhood Group is committed to inclusion and racial justice and welcomes applications from people from diverse backgrounds, ethnic minorities, lived experience of mental health conditions, and people returning to work.

Our Digital Inclusion Project Worker will work part-time – 21 to 28 hours per week, and on a fixed-term contract for 6 to 9 months. This position requires working at our COVID-secure community centre – the Old Fire Station in Holloway, Islington and so would best suit candidates who live locally.

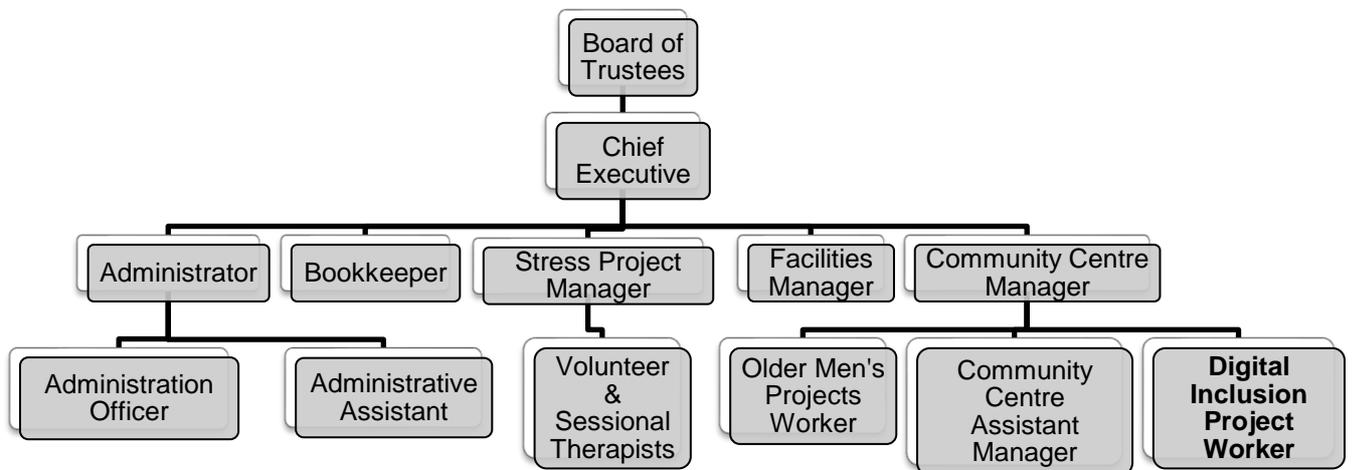
INTRODUCTION TO HOLLOWAY NEIGHBOURHOOD GROUP

Who are we?

Holloway Neighbourhood Group is a local charity that provides support and services and builds connections to empower people to lead fulfilled lives as part of their community. We've exceptionally strong local roots going back to 1974 when we were founded, and we are determined to work harder and faster to do as much as we can to improve wellbeing and reduce social isolation during these challenging times.

We are a multi-purpose community organisation, with a particular focus on supporting people who experience mental health problems and older people. Most of our service users live locally. About 60% come from BAMER communities and most are aged between 40 and 65. Men make up under a third of our overall user numbers.

We have a small team of paid employees who are supported by sessional workers and a large team of volunteers (56 in the past year).



Our funding comes from a range of sources, including Islington Council, and local and national charitable trusts and foundations. We usually earn more than half of our income from hiring space in our buildings, although the coronavirus pandemic has led to a significant reduction in room hire.

What do we do?

We manage two Centres –the Old Fire Station community centre and the Stress Project therapy centre. Both are located in the heart of Holloway, an area of severe and multiple social deprivation, yet bordered by areas of extreme wealth. We also support small community groups in our neighbourhood to deliver activities that increase social cohesion and reduce inequalities.

Our services include social activities for older people, exercise classes, art classes, counselling, complementary therapies and Mindfulness classes, signposting to other services and community development activities.

The pandemic led to increased levels of loneliness and mental health issues in our communities, and we responded by broadening our service delivery to include a successful telephone support service and online activities and increasing our counselling offer.

More information about our services can be found at www.hng.org.uk and www.stressproject.org.uk.

The Digital Inclusion Project Worker Role

Many of our service users have been disproportionately affected by the pandemic because they have not had the opportunity to learn digital skills and they do not have access to devices needed to access information and services and to maintain social contacts online. We have started to offer one-to-one support to assist local people to

get online, and we are now recruiting a Digital Inclusion Project Worker to help us to expand this work so that we can support more people and establish a device loan scheme.

The post-holder will recruit, co-ordinate and support volunteers who provide tech support via telephone, Zoom and in-person; establish procedures for loaning and maintaining devices; and develop partnerships to expand and sustain the project.

As well as having excellent IT and technical skills, the ideal candidate will have the ability to broker new partnerships, including corporate partnerships. They will have at least one year's experience of project development, and a knowledge of safeguarding practices, especially keeping vulnerable adults safe online. The role also requires, flexibility, listening skills and patience.

This post is part-time for 21 to 28 hours per week and fixed-term for 6 to 9 months.

HOW TO APPLY

Please read carefully the Job Description and Person Specification for the role, as outlined in this Job Pack, then complete our Job Application Form. In Section 4 of the Job Application Form, please list all 12 requirements of the Person Specification, and provide examples to evidence how you have the required experience, knowledge and skills for each one.

Candidates who do not demonstrate on the Job Application Form that they meet all criteria will not be shortlisted for interview.

Please contact lucy@hng.org.uk 020 7607 9794 if any reasonable adjustments or assistance are required during the application process.

Send your completed Job Application Form and Equal Opportunities Monitoring Form – as two separate documents by email to recruitment@hng.org.uk

Closing date for applications: 9am on Monday 10th January 2022

Applications received after the closing date will not be considered.

Applications must be made using our Job Application Form, CVs will not be considered

Due to our limited resources, we will only contact you if we wish to take your application further.

JOB DESCRIPTION

JOB TITLE:	Digital Inclusion Project Worker (part time)
HOURS:	21 – 28 hours per week
SALARY:	£26,000 pro-rata
LENGTH OF CONTRACT:	6 to 9 months (depending on number of hours worked per week)
RESPONSIBLE TO:	Community Centre Manager
ANNUAL LEAVE:	25 days per annum plus public holidays (pro rata)

As this post involves regular contact with vulnerable groups an Enhanced DBS check is required.

Overview:

Currently HNG delivers a digital inclusion service via telephone and Zoom and there is some in-person delivery planned. This is managed by a member of staff and utilises volunteers from a partner organisation. The project's beneficiaries are vulnerable people who develop the skills and knowledge to use the internet to access information and activities that will reduce loneliness.

Our ambition for this service is for it to become a sustainable part of our core delivery, addressing the digital inclusion needs of mainly elderly people by providing a wraparound digital inclusion and device loan scheme.

The purpose of this new role is to establish protocols for HNG's digital inclusion project, managing and expanding it in order that it can be continued as a core service.

Main Tasks and Duties:

1. Manage and evaluate the current digital inclusion project.
2. Plan and implement a device loan scheme that will run in tandem with the digital inclusion support.
3. Develop volunteer roles, recruit and train volunteers and develop volunteer support structures, so that all beneficiaries and volunteers receive excellent support.
4. Develop protocols and procedures for loaning and maintaining devices, allocating and returning devices.

5. Develop user-friendly marketing practices that will encourage learners to participate.
6. Develop partnerships that support volunteer recruitment, beneficiary recruitment, access to devices and signposting to further learning or activities.
7. Produce a guidance manual that will enable volunteers to continue to deliver the project. This should cover, but not be restricted to: safeguarding online, selecting suitable devices, assessing beneficiaries' digital needs, cleaning of data, GDPR compliance and effective signposting and including all relevant project documentation.
8. Plan how the volunteer service users' sessions will be delivered.
9. Assist staff to set up a monitoring and evaluation framework for this service.
10. Monitor progress and distance travelled by volunteers and beneficiaries over the duration of your involvement.

General Responsibilities:

1. Participate in regular line management meetings and attend training events as necessary.
2. Ensure that all HNG policies and procedures are adhered to, particularly those relating to Health and Safety, Confidentiality, Equal Opportunities, the Environment, and Safeguarding.
3. Undertake any other duties that may be required which are commensurate with the role.

PERSON SPECIFICATION

Essential Criteria

1. A minimum of 1 year's full-time experience of developing and delivering projects.
2. Experience of training vulnerable people to learn new skills.
3. Understanding of the needs and barriers individuals face when digitally excluded.
4. Patience and flexibility, an enthusiastic motivator.

5. Excellent listening and communication skills, including the ability to connect with people at different levels and across diverse backgrounds and to write clear and succinct manuals and reports.
6. Excellent IT and technical skills with familiarity of a range of devices and apps suitable for digitally excluded adults.
7. Ability to broker partnerships including corporate partnerships.
8. Understanding of how to support volunteers.
9. Understanding of the differing needs of diverse communities and a commitment to implementing good practice around equal opportunities.
10. Understanding of the importance of monitoring and evaluation and impact measurement.
11. Experience of risk assessments and safeguarding processes and keeping safe online.
12. The ability and willingness to work from our COVID secure premises in Holloway, Islington.