**Job Description**

Job Title: Digital Inclusion and Employability Coach

Salary: £24825 - £29500 per annum pro rata (dependent upon experience)

Hours of work: 20 hours per week. There will be very occasional requirements to provide evening sessions, however these will usually be planned to suit in advance either by adjusting hours or time off in lieu.

Contract Period: Time limited project until end December 2024

**Overview**

The post holder will be responsible for developing and delivering training courses/sessions to enable the EASE Project end users to empower digitally excluded clients to claim online benefits, grants, offer IT sessions and employability sessions. The post- holder will have responsibility for planning group training sessions as well as one to one coaching sessions for the end users in their own home, or at community-based venues or at partners’ premises.  Learning will be evaluated through client user surveys and other feedback.

**Project Setup and Development**

* To set up and maintain equipment/software to enable production and delivery of information and communication technology training and employability training at individual client sessions and at group workshops.
* Deliver computer skills training sessions to all partners under EASE Project, with a main emphasis on 5 Housing Associations tenants of mixed ability from no knowledge to some level of competency.
* Create appropriate publicity materials to promote training / learning events and workshops to all the partners with a particular emphasis on the tenants of the Housing Association partners.
* Develop effective working relationships with community organisations collaborating with the EASE project and providing computer suite facilities
* Document all procedures and learning relating to the project set-up and delivery.

## Delivery and Evaluation

* Using existing CAB ICT training packages in Microsoft Office deliver one to one and group training sessions for tenants
* Develop, design and deliver training sessions on use of computers to meet the individual needs of the tenants
* Design, develop and deliver training sessions for tenants on form filling for Welfare benefits such as Universal Credit and Scottish Welfare Grants.
* Effectively engage with individual tenants, groups and partner organisations to break down barriers to digital and social exclusion
* In collaboration with the Management Team, design and produce systems to monitor and evaluate learning by Tenants and the impact of the learning.
* Produce user friendly resources - handouts and booklets for self-help guidance – to be available in electronic formal and hard copy versions.
* Compile the monthly project report documenting:

The number of tenants:

* Receiving an initial one-to-one sessions and the location i.e. home visit

/community venue

* Returning for continuing support on a one-to-one basis
* Attending group workshops
* Providing feedback / evaluation forms and their comments on the impact of the service

Group workshops

* The number of Group Workshops
* The number attending group workshops
* User feedback evaluation
* User Impact evaluation

Publicity and promotional activities

Case Studies on individual tenant journey of ICT learning

Any Issues arising from:

* Tenant participation
* Premises/accommodation
* Volunteer support

As this is a new and developing project there are likely to be other management reports required

## Volunteers

* In collaboration with the Bureau Manager develop and deliver training session for project volunteers to enable them to assist with technical aspects of the project.

## Organisational Responsibilities

* Adhere to the aims and principles of the Citizens Advice Bureau service and the good practices and policies of Motherwell & Wishaw Citizens Advice Bureau which include those contained within the Staff handbook; the Bureau’s Dignity Charter; Information Assurance Handbook for staff and volunteers; the Data Protection Act guidelines; Computer Usage Guidelines and other policies and guidance relating to the safe and appropriate use of information technology.
* Adhere to confidentiality at all times in relation to information accessed through role involvement.
* Any other task that is determined to be reasonably requested of this new and developing post

**Self-Management**

* Take responsibility for implementing policies, procedures and protocols of the organisation.
* Take responsibility for personal safety in and out of the office in accordance with the organisation's Safety Procedure.

**Team work**

* Share relevant information and give support and encouragement to colleagues.
* Participate in team meetings and Annual General Meeting.
* Assist in the development of the organisation by participating in development days, task groups etc. when required.

**Personal Development**

* Keep up to date knowledge of legislation, policies etc. relevant to post
* Identify own learning needs and participate in identified learning opportunities when required.
* Feedback on learning opportunities.

**Promoting the service**

* Present a positive image of the Bureau at all times.
* Assist in raising awareness of the service.

**Additional requirements**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

**Personal Specification**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| ICT Qualifications and Excellent IT skills in a Microsoft Office environment | **✓** |  |
| A breadth of Coaching / mentoring experience | **✓** |  |
| Experience of designing training plans | **✓** |  |
| Experience of delivering presentations and training | **✓** |  |
| Experience of website creation or management |  | **✓** |
| Understanding of Social Media and Online promotion | **✓** |  |
| Knowledge of digital and social inclusion | **✓** |  |
| A clear understanding of the Equality Act and the rights of Protected Groups | **✓** |  |
| Experience of developing new projects or ideas |  | **✓** |
| Experience of working with Volunteers |  | **✓** |
| Enthusiasm and self-motivated | **✓** |  |
| Proven organisational and administrative skills | **✓** |  |
| Proven ability to work and act on own initiative | **✓** |  |
| Ability to work methodically and accurately | **✓** |  |
| Ability to prioritise competing deadlines and multi-task | **✓** |  |
| Creative and good at problem solving | **✓** |  |
| Reliable and good time-keeping | **✓** |  |
| High degree of written, verbal and listening skills | **✓** |  |
| Ability to communicate effectively with a wide range of people | **✓** |  |
| Commitment to developing a user-led service | **✓** |  |
| Knowledge of local community/Motherwell, Wishaw Shotts Abronhill |  | **✓** |
| Clean current driving licence and access to a vehicle for work | **✓** |  |
| Willingness & ability to work **occasional** evenings *(advance notice provided)* | **✓** |  |