

Job Title: Digital Inclusion Officer	Role Profile Number: PCDN91
Grade: N	Date Prepared: 07.07.2021
Directorate/Group: Community Health and Wellbeing	Reporting to: Community Participation Manager
Structure Chart attached:	No

Job Purpose

The purpose of the Digital Inclusion Officer is to improve access to health, wellbeing and social support services to those experiencing digital exclusion. Working alongside colleagues, teams and partners who, during the COVID 19 pandemic have seen an increased demand in support for those individuals and families who are experiencing social exclusion due to poor digital access.. The initial task will be to gather insight and intelligence from the last year, understanding what the challenges were and what the solutions could be.

The post holder will work with colleagues and partners in other public sector and voluntary sector organisations, to understand how Swindon as a system can best work together to ensure access to support is equitable.

The post holder will work with colleagues and partners to understand digital exclusion. Support, as necessary will be given to the development of locally led digital inclusion projects which increase participation and ultimately health and wellbeing.

Key Accountabilities

- Undergo desk top and community research to gather intelligence and insight to identify the extent of the issue locally and the potential solutions.
- Support communities directly where appropriate with initiatives to increase digital inclusion.
- Work alongside teams within and external to Swindon Borough Council who share a similar role, facilitating a productive and proactive network of colleagues.
- Build on existing networks with key partners to mitigate duplication and promote a complimentary offer for Swindon residents.
- Ensure the offer is inclusive and accessible to all, taking account of barriers and cultural and language requirements.

Supplementary Accountabilities

- Support the COVID 19 legacy programme, undertaken by Swindon's Public Health Team
- Supervise/support/mentor Community Researchers
- Support the Community Participation Manager to build and maintain partnerships across the voluntary and Community Sector
- Identify gaps in service and generate new ideas and projects which meet the outcomes of Swindon Circles and the wider Healthy Communities service.
- Attend Public Health and Swindon Borough Council mandatory training and CPD

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of operating in a health and social care or community development or voluntary/charity sector role
- Experience of attending and facilitating meetings at partnership level
- Experience of working collaboratively with partners and communities, supporting multi agency approaches
- Experience of developing and managing projects
- Experience of working with volunteers and community groups
- Knowledge of local community resources and the voluntary/community sector across Swindon
- Knowledge of the boundaries of confidentiality and safeguarding
- Knowledge of issues affecting local communities, individuals and those facing health inequality

Qualifications

- Qualified to degree level or compensatory relevant experience in a health, social care or community sector, managing and developing projects

Decision Making

- Knowing when to escalate concerns about safeguarding.
- Providing guidance and advice to team members dealing with complex cases and people in crisis.
- Designing and deciding the viability of a project.
- Negotiation skills
- Experience of solving complex problems and operating in a solution focused way
- Understanding when best to involve partners
- Effective empowered signposting

Creativity and Innovation

- Generating ideas and designing viable projects and activities.
- Creative problem solving at an operational and strategic level
- Using and sharing insight across the team and partnership and developing projects which meet demand
- Inspiring and motivating team members, partners and communities to get involved
- New ways of promoting activities and messages that reach local people and in particular underrepresented groups

<u>Job Scope</u>	Budget Holder	Yes
Number and types of jobs managed <ul style="list-style-type: none">• Volunteers• Some supervision of Community Researchers	Responsibility	20,000
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Case Work• Community Research• Volunteer Support• Admin	Asset Responsibility:	

Contacts and Relationships

- *Community and Voluntary Sector Partners*
- *Statutory Partners – Health and Social Care, Housing, Customer Services, Police, Fire*
- *Community Leaders, Faith Leaders*
- *Community Groups*
- *Ward Members and Parish Councillors*
- *Individuals and residents*
- *Funding partners*
- *Corporate Sector*
- *Volunteers*

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do

- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	