



Digital Information Support Worker
Two days per week (0.4 FTE)
£26,000 pro-rata

Introduction

MRS Independent Living is a well-established user-led independent charity working in north-east London with older people and people with disabilities.

MRS Independent Living has undergone some major changes in its service provision over the last year. Currently our services include:

- a community-based strength and balance programme
- a therapeutic decluttering programme
- a number of peer support initiatives
- the provision of small adaptations and aids

Our project staff exercise a high level of responsibility for the management and direction of our services.

Responsible to: Senior Project Manager (SPM)

Location: The project will be delivered in four areas of Hackney in communities identified as having poorer access to services and support. MRS Independent Living's office is currently based in Dalston, Hackney.

Overall responsibilities

- To deliver the programme of activities associated with our digital inclusion project (funded by Connect Hackney) which aims to help people over 60 feel more confident using digital technology and the internet.

Main duties

- To plan and facilitate project activities including 'learn together clubs', drop-in sessions and one-to-one home-based support.
- To promote the project to local community groups and voluntary organisations and develop partnerships to support project delivery.

- To maintain and update a signposting resource that provides direction and guidance for older people seeking information online.
- To produce content for a monthly e-newsletter for project participants.
- To work with older people to understand their needs and preferences and deliver a personalised service that focuses on what they want to achieve.
- To provide technical support and solutions for project participants.
- To keep up to date with research and projects identifying older people's needs and innovative ways to meet them.
- To ensure that monitoring information required by the project funder is collected and that project participants are supported to provide the information required.

Person specification

Essential

- Understanding of the needs and aspirations of older people from diverse communities, and the difficulties they may face in using digital technology and the internet.
- A person-centred approach that focuses on people's needs and the outcomes they want to achieve.
- Good working knowledge of IT and the internet, and the ability to help others solve IT-related problems in an accessible and understandable manner.
- Experience in managing and developing project-related activities.
- Experience of facilitating workshops or group activities.
- Experience of working with community and voluntary sector organisations.
- Ability to seek out and identify online information, tools and resources that may benefit older people.
- Willingness to be flexible and occasionally work evenings/weekends if required to meet the outcomes of the project. However this is not expected to be a regular occurrence.

Desirable

- Experience of meeting the needs of diverse communities.
- Experience of service delivery for older people.