



## Job Description

**Job Title:** Digital Support Specialist

**Department:** Member Services Reporting to Member Services Manager.

### Primary Objectives:

Supporting people with sight loss living in Leicester, Leicestershire and Rutland by providing technical solutions for the challenges of daily life.

Leading a person-centred project (Digital Dynamos) which meets the need of those making referrals by building capacity through volunteering opportunities, events and partnerships.

### Main Responsibilities

- Managing the project overseeing all areas, including the management of the Digital Dynamos Administrator, funding, and try before you buy scheme, ensuring the key outcomes of the project are met.
- Assessing the needs of service users referred to the project via home visit (in line with Vista's Lone Working policy) or phone call. Determining support required, frequency and if a buddy is required.
- Being responsible for the recruitment, selection and management of volunteers local to their areas, ensuring all potential volunteers undergo a full DBS check receive a full induction including specialist training.
- Being responsible for the matching process between volunteers and service users, ensuring that the aspirations of service users are met and are regularly reviewed through group support.
- Providing support to volunteers, encouraging the development of their potential, and reimbursement of expenses

- Ensuring that the project is promoted to maximise reach, working with Vistas marketing department, raising the public's awareness of the Digital Dynamos service across Leicester, Leicestershire and Rutland.
- To develop a series of Tech Cafes in partnership with Vista's Meet Ups programme in the community. Exploring opportunities to work with external agencies who may offer tech support using local community assets such as libraries, resource centres, places of interest, cafes, and leisure centres for meetings.
- Plan and host six Technology Open Days per year in locations across Leicestershire, encouraging people to provide peer to peer support, information group discussions
- To be involved with the continuing development of the project, seeking views and feedback from those who have accessed the service, through consultation and case studies.
- Ensuring all outcomes of the project are met and information collected for the purpose of reporting to funders.
- Keeping up to date with developments in technology and equipment that will enhance the project and outcomes for service users.
- Overseeing the budget for the project, including the signing of invoices, most cost effective options
- Ensuring that all users and volunteers are safeguarded from abuse. To take steps to prevent abuse from occurring, and to report any suspected incidents of abuse, following Vista's Policies and Procedures and the local Multi-Agency Policies and Procedures

### **Additional responsibilities**

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation

- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: RH

Date: January 2023

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

## Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	<ul style="list-style-type: none"> <li>▪ Minimum of 2 GCSEs Maths &amp; English Grade C or equivalent</li> <li>▪ MS Office applications/ IT experience</li> <li>▪ Understanding and knowledge of assistive technology i.e smartphones</li> </ul>	<ul style="list-style-type: none"> <li>▪ Worked with digital technology</li> </ul>	Application Form
Experience	<ul style="list-style-type: none"> <li>• Experience of working with people from multicultural backgrounds.</li> <li>• Experience of working with adults with disabilities.</li> <li>• Experience of working with, recruiting and managing volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Line Management Experience</li> <li>▪ Experience of working with elderly and visually impaired people</li> <li>▪ Experience of delivering outcome based projects.</li> <li>▪ Experience monitoring projects</li> </ul>	Application Form and Interview

	<ul style="list-style-type: none"> <li>• Experience of planning and delivering activities or events</li> <li>• Experience of developing and working with external agencies</li> </ul>	and seeking the views of its users	
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Good interpersonal skills</li> <li>▪ A sound working knowledge of ICT and up to the minute technology</li> <li>▪ Experience of managing volunteers</li> <li>▪ Ability to communicate verbally and in writing</li> <li>▪ Ability to listen to, understand and respond to the needs of individuals</li> <li>▪ Excellent communication skills</li> <li>▪ Able to demonstrate imaginative methods of raising awareness and promotion.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of relevant legislation (e.g Safeguarding, Health &amp; Social Care)</li> <li>▪ Proven knowledge of recruitment, management and motivation of volunteers.</li> <li>▪ Knowledge of visual impairment</li> </ul>	Application Form and Interview
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>▪ Ability to work on own initiative</li> <li>▪ Innovative approach and attitude to work</li> <li>▪ Genuine interest to support people with sight loss in use digital technology</li> <li>▪ Committed to Equal Opportunities</li> </ul>		Application Form and Interview
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ Able to work varying hours according to demand of the job, including occasional unsocial hours.</li> <li>▪ Ability to travel to appointments in homes and community spaces</li> </ul>		Application Form  Application Form Interview

	across Leicester, Leicestershire and Rutland.		
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