

## JOB DESCRIPTION

**Post Title:** Digital Champion

**Responsible to:** Digital Champion Coordinator

**Post based at:** Willesden Medical Centre, 144-150 High Road, Willesden, NW10 2PT. The post holder may be required to deliver training from various locations in the community.

**Salary:** £11.05 per hour

**Pension:** An Auto enrolment pension scheme is in place for eligible staff. An employee contribute a minimum of 5% of salary to their pension and will receive 3% contribution from Brent Carers Centre.

### **Duration of**

**contract:** Until 30<sup>th</sup> September, with possibility of extension subject to continued funding

**Hours:** Up to 7 hours per week.

### **Purpose of Role:**

Training will be provided to successful candidates to provide 1/2/1 support to local patients and teach patients basic digital skills and develop their confidence to manage their health and wellbeing through digital tools. Support will be delivered through to small groups and may involve home-visits. The focus is to support digitally excluded patients with diabetes to become digitally included and enable them to participate in the Diabetes training programme to support them to better manage their diabetes.

### **Responsibilities and Tasks**

- To receive full training available from Northwest London NHS to support the programme.
- To provide information and awareness workshops on the benefits of being online.
- To facilitate workshops and support to small groups to provide awareness, peer support and reduce social isolation.

- To work with individuals on a 1/2/1 basis to help them to learn basic digital skills, to enable individuals to do a range of simple things like:
  - ✓ Showing a beginner how to set up an email account
  - ✓ Helping someone to use the internet to access health services online using NHS Resources
  - ✓ Teaching someone how to download NHS apps and on-line consultations
  - ✓ Accessing Know Diabetes and tools to better manage diabetes General
- To collate information for evaluation, monitoring purposes.
- To produce weekly and monthly reports of all activities.
- To develop efficient systems and have good communications, ie use of shared calendars, booking systems etc.
- To ensure that administrative systems, and all policies, and procedures are maintained, such as confidentiality, data protection, GDPR, health & safety, safeguarding, equalities and diversity etc., are always adhered to.
- Any other appropriate duties commensurate with this post.

#### **General**

- To attend and contribute to team, supervision and staff appraisal meetings.
- To be willing to work the occasional weekend / evening when required.
- To attend and contribute to training where appropriate as directed by your line manager.
- To act at all times in accordance with all Brent Carers Centre's policies, procedures and quality marks.
- To work in co-operation and collaboration with colleagues from within Carers Trust, Carers UK and any other umbrella agency which Brent Carers Centre is a member of.

**DIGITAL CHAMPION**  
**Person Specification**

	Essential/ Desirable	Application Documents	Assessment Test	Interview
<b>Qualification</b>				
GCSE's, A Levels or Diplomas	D	✓		
Possession of NVQ 2 or equivalent	E	✓		
<b>Relevant Experience</b>				
Experience of digital platforms, smart phones, apps, tablets, computers.	E	✓		✓
Experience of teaching skills.	D	✓		✓
Excellence verbal and written communications skills.	E	✓		✓
Effective time management skills with the ability to plan, prioritise and make best use of time and resources to meet tight deadlines.	E			✓
Demonstrable experience of being focussed and complete all tasks efficiently.	E			✓
Experience of working in a team.	D	✓		✓
Experience of excellent customer care.	D			✓
<b>Skills and Competencies</b>				
Ability to work in different environments with diverse communities.	E	✓		✓
Ability to speak community languages.	D	✓		✓
Excellent Listening & interpersonal skills.	E			✓