

Job Title: Digital Inclusion Project Worker



Location: A Way Out, Stockton and the Tees Valley

Reports To: Unity Head of Service

Job Type: 20hrs

Job Summary:

As a Digital Inclusion Project Worker at A Way Out, you will be an integral part of delivery across the organisation, working collaboratively to achieve defined project outcomes. Your primary focus will be on providing support to women and young people and their families who may experience multiple disadvantages, be at risk of abuse, harm or exploitation, gendered violence, including those who are transitioning between children and adult services. You will increase their digital awareness, confidence and inclusion to enable them to be digitally competent to access appropriate support and services. You will work with staff and volunteers to promote the project, encourage self referrals and proactively engage those who would most benefit from support. You will conduct initial assessments, develop referral pathways, develop interventions and initiatives addressing the issues women, young people and their families have identified, supporting them to set their own goals and identify their strengths through one to one and group support. Your role will also involve performance monitoring, case management, and engagement with other local organisations to provide comprehensive and integrated support.

Please note that this role is open to female applicants only, as permitted under Schedule 9, Part 1, of the Equality Act 2010.

Key Responsibilities:

1. **Team Collaboration:** Work as part of a team to achieve defined project outcomes, reporting to the Unity Head of Service
2. **Assessments:** Conduct initial service user assessments using relevant screening and assessment tools to identify and respond to their specific needs appropriately.
3. **Referral Pathways and interventions:** Develop referral pathways and interventions using research and co-production. Create and develop operational links across A Way Out and other agencies to support women, young people and families in developing their digital inclusion
4. **Performance Monitoring:** Undertake performance monitoring and administrative duties related to case management. Monitor, record, and report relevant project information.

5. **Evaluation:** Support the Unity Head of Service in the project evaluation process.
6. **Safeguarding:** Undertake safeguarding duties in line with role responsibilities, in conjunction with your line manager.
7. **Advocacy and Support:** Provide direct advocacy and support to women, young people and families affected by multiple disadvantages, abuse, harm, exploitation and gendered violence.
8. **Risk Assessments:** Complete client and activity risk assessments, ensuring the safety of all clients and team members, and adherence to health and safety regulations and safeguarding practices.
9. **Project Activities:** Develop, plan and deliver various project activities, including one to one, group work, outreach activities, drop-ins, promotion of service provision, and reporting to funders and the Board.
10. **Inclusiveness:** Promote inclusiveness and acceptance of neurodiversity in service provision and develop links with specialist service provision when necessary.
11. **Groupwork:** Co-produce and develop groupwork activities, including independent living skills and peer support networks as part of service delivery.
12. **Evaluation Measures:** Develop evaluation measures to ensure the effectiveness of programmes and activities.
13. **Innovation:** Pilot and develop new interventions and initiatives, guided by data and needs.
14. **Budget Management:** While adhering to set budgets, carry out associated risk assessments related to health and safety work.
15. **Practical and Emotional Support:** Working alongside project support worker, provide practical and emotional support to women, young people and families experiencing multiple disadvantages, abuse, harm, exploitation, gendered violence.
16. **Service User Involvement:** Actively encourage involvement in the co-production and evaluation of programs and activities.
17. **Volunteer Training:** Assist with the delivery of A Way Out's volunteer training program and supervise and direct the volunteers allocated to your project.
18. **Policy and Practice:** Stay up to date with information related to best practices, as well as national and local policies affecting those we work with.
19. **Collaboration:** Work proactively with other local and regional organisations (statutory and voluntary sectors) to ensure support packages are comprehensive, integrated, and shared with key stakeholders.
20. **Trauma-Informed Approach:** Work in a trauma-informed way and contribute to developing the organisation's trauma-informed culture, emphasising shame-sensitive practice.

Qualifications and Skills:

- Level 3 (NVQ or A level) or equivalent in relevant discipline or equivalent (may consider non-related Level 3 qualification or equivalent and relevant work experience).
- Knowledge of digital technologies and their applications
- Relevant experience in developing and delivering one to one and group sessions
- Strong knowledge of trauma-informed care when working with individuals facing multiple disadvantages.
- Excellent communication, interpersonal, and problem-solving skills.
- Ability to work independently and as part of a team.
- Valid driver's licence and access to a vehicle.
- Commitment to upholding and maintaining safeguarding, professional boundaries and confidentiality.

Application Process:

To apply for the position of Digital Inclusion Project Worker at A Way Out, please complete the application form available at www.awayout.co.uk/join-the-team
Applications can be submitted to HR@Awayout.co.uk by 23 September 2024.