



Cassiltoun Housing Association Digital Inclusion Worker (Part Time) Fixed Term to 31st March 2023 Candidate Information Pack





Thank you for your interest in our vacant position of Digital Inclusion Worker.

This file contains all of the information you will need to apply for the post:-

- General information regarding the Association
- Our job advert which can also be found in Employers in Voluntary Housing's website and Goodmoves.
- The Job Description and Person Specification
- A brief summary of the Terms and Conditions of the post
- Staff structure

The Association's staff structure appears as a separate file.

The job application form is available as a separate Microsoft Word file which you may complete electronically.

Please note the closing date for applications is **Wednesday 2nd December 2020 at 12 noon**. We will not accept any applications received beyond this time.

Shortlisting: Friday 4th December 2020

Interview Date: Friday 11th December 2020

If you require further information regarding the Association or the position advertised, please do not hesitate in contact myself directly.

Thank you.

Paula Brownlie
Corporate Services Manager

Telephone: 0141 631 5207

Email: paula.brownlie@cassiltoun.org.uk



1. **Background**

- 1.1 The Community Team has grown through various funding streams including, People and Communities Fund, The Community Fund (previously known as Big Lottery), Scottish Forestry, and with support from Cassiltoun Housing Association.
- 1.2 The vacancy has arisen as The Community Team's projects are growing and diversifying, for which they require an additional member to support their aspirations.
- 1.3 Cassiltoun Housing Association was formed in 1984 and is a Registered Charitable Organisation which operates within a Group Structure
- 1.4 The Association owns 1,000 tenanted units and factors 150 owners and is currently embarking on a development programme to build between 40 – 150 new homes in the next 5 years.
- 1.5 The Association has 3 sub-committees:
 - Audit
 - Staffing
 - Regeneration
- 1.6 The Association and its subsidiaries are social enterprises and are actively involved in the regeneration of the local area. This includes: employment programmes, social inclusion initiatives, environmental initiatives and projects to improve education and health outcomes.
- 1.7 The Association operates from our offices at the multi-award winning Castlemilk Stables which was fully refurbished in 2007 at a cost of £4.5 million.

2. **Staffing**

- 2.1 The Association's current staffing structure involves 28 staff deployed as follows:
 - CEO
 - Senior Management Team –
 - Director of Finance & IT
 - Director of Operations
 - Corporate Services Manager
 - Operations Team (incorporating Housing Services, Property Services and Advice Team)
 - Finance Team
 - Corporate Services Team
 - Community Team



Cassiltoun are committed to regenerating our community not only through first class housing and environmental services but by our wider regeneration work which includes activities such as welfare advice, employability and training, Castlemilk Park, children's projects and community health projects. We also work closely with our subsidiary companies and in partnership with other organisations and agencies.

Cassiltoun Housing Association are looking to recruit an experienced, motivated and enthusiastic individual for an opportunity which has arisen in our Communities Team.

Digital Inclusion Worker (Part Time – 16 hours per week) Fixed Term until 31 st March 2023	CHA Grade 5 (PA13 – PA16) £25,091 – £27,870 (pro rata)
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You are required to have an in depth understanding of Digital Inclusion, be passionate about reducing the digital divide and have the energy to work in a fast-paced busy team delivering a range of projects. You are required to have experience in delivering community-based learning and believe strongly in a community-led approach. As a driven and creative individual, you respond to challenges in a solution-focused way and are committed to your ongoing learning and development. You're comfortable collating information and experiences and sharing it in multiple formats. You thrive in a range of environments, including: outdoors, professional meetings, groups, busy events, and with all age groups. You will work with the Community Team to ensure the voices of our tenants and residents are at the heart of what is delivered across the Cassiltoun Group, be involved in all stages of project development and delivery and be part of a team striving to meet local aspirations.

Closing Date: Wednesday 2nd December 2020 at 12 noon

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To request an application pack (CVs are not accepted), please contact the Association's office on 0141 634 2673 or by email: recruitment@cassiltoun.org.uk or alternatively visit the recruitment section of the Association's website: <https://www.cassiltoun.org.uk/recruitment/>

Cassiltoun Housing Association is striving towards equal opportunities for all.



JOB DESCRIPTION

Job Title	Digital Inclusion Worker (Part time – 16 hours per week) (Fixed Term until 31 st March 2023)	Department	Community Team
Reporting To	Community Co-ordinator	Grade	CHA Grade 5 (PA13 – PA16) £25,091 – £27,870 (pro rata)
Post Number		Date	November 2020

Job Purpose

With the supervision of the Community Team Co-ordinator, to lead on the development of Cassiltoun's Digital Inclusion Project

To respond to the digital divide creatively, innovatively and with a community development approach.

Deliver excellent services to the Board of Management, staff and customers and maintain a high level of confidentiality and discretion with regards to all information complying with legal and regulatory duties in these areas.

Accountability

Role is part of the Community Team, reporting to the Community Team Co-ordinator.

Key Responsibilities

As a member of the Cassiltoun Staff Team you will play a full role in the implementation and achievement of the Association's strategic/operational objectives and vision of being a leader in providing excellent regeneration services.

You will oversee the ongoing development of our Digital Inclusion Project consisting of a Castlemilk-wide Digital Inclusion Working Group, Digital Lending Library, training opportunities for workers and community members, and a whole range of engaging online opportunities that challenge the digital disinterest and create engagement with the digital space.

The Digital Lending Library is a project whereby Cassiltoun 'lend' tablets, Mifi devices, and other resources to partner organisations who, in turn, lend them to those that would benefit most – this approach widens our reach and enables the development of strong partnerships. You will continue the development of this project and be a source of digital support for end users across the partnership.

By being flexible, you will provide 1:1 or group work support to enhance essential digital skills both remotely and in person. This will be varied and may include; setting up emails, online-shopping, how to stay safe online, accessing the digital space for socialising/recreational purposes, browsing, handling of information, accessing Universal Credit journals, applying for jobs, creating CVs and participating across society.

You will consistently seek to understand and reflect on barriers to being digitally included and respond creatively to these; this may be by working alongside community members to create online opportunities, linking people in to existing opportunities, working alongside groups and individuals to develop their own ideas, gathering information to secure funding for additional resources, and be skilled at identifying the emergence of themes.

Maintaining and promoting a community-led ethos will be at the forefront of your practice - learning will be based on individual and community aspirations, will be co-designed and co-facilitated when possible and will link to wider participation.

You will support our network of Digital Champions and develop this aspect of the project.

By working as an effective team member you will contribute to a positive team environment, work flexibly within the remit of the service, adapt to new projects and opportunities, share your skillset and enthusiastically be involved across Community Team delivery.

Ensure that you are consistently working within best practice for community engagement and have a partnership approach to tackling local issues.

Be responsible for and organise own workload with prescribed limits.

Collate and present a variety of data for internal and external users, a wider variety of publications, and evaluation and monitoring reports.

Collaboratively identify gaps in provision and secure funding and/or resources to design and implement responses as appropriate.

You will contribute to achieving the wider outcomes of the Community Team and those of individually funded projects.

Value for Money

Work in an efficient manner that delivers value for money for the Cassiltoun Group, our tenants and stakeholders.

Identify efficiencies and communicate them to your line manager.

Cassiltoun's Values

Understand and uphold the Association Values.

Procurement

Understand and comply with best practise in procurement of goods and services and adhere to the Associations Procurement policy.

Other Tasks/Activities

Health & Safety

- Understand your responsibilities as an employee under Health & Safety legislation
- Comply with the Association's Health & Safety policies and relevant legislation.
- Ensure that all company activities are discharged in a safe manner, minimizing risk at all times.

Training

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills;
- To attend training and personal development courses as and when required by the Association;
- Understand your own responsibilities under the ICT User policy
- Maximize the use of ICT facilities and technology initiatives and contribute to their development where appropriate

Equality & Diversity

- Observe and promote the Association's Equality & Diversity policy at all times.
- Comply with the Association's Equality & Diversity policy and relevant legislation.

Sustainability

- Assist in the company's aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed

Other

- To abide by the Association's Complaints Policy, GDPR and other relevant policies as appropriate
- To attend meetings out-with normal working hours, as and when required;
- To carry out any other duties which may be reasonably requested by your line manager and undertake any other duties subsequently allocated by the Association's management;
- The duties of the post will be reviewed and modified in line with the exigencies of the service

Person Specification

Job Title	Digital Inclusion Worker (Part time – 16 hours per week) (Fixed Term until 31 st March 2023)	Department	Community Team
Reporting To	Community Co-ordinator	Grade	CHA Grade 5 (PA13 – PA16) £25,091 – £27,870 (pro rata)
Post Number		Date	November 2020

Category	Essential	Desirable
Qualifications/Training	HNC in Community Development, Community Education or other relevant discipline. Or A strong case of relevant experience and training.	
Experience/Knowledge	A minimum of 2 years' experience of working with members of the public in both a one-to-one and group work capacity Strong knowledge of Digital Inclusion and Community Development Experience of designing and delivering community-based learning Experience of using a wide variety of digital technology including multiple online platforms, Microsoft suite of IT packages, creative design	Experience gathering and producing relevant information for monitoring, evaluating and to inform ongoing development of the project. Experience of applying for funding Experience working with volunteers

	packages (for example Canva), and apps.	
Skills and Abilities	<p>Excellent literacy, numeracy and communication skills</p> <p>Ability to design and deliver online workshops/events/activities</p> <p>Ability to manage and work within a budget</p> <p>Work as part of a team as well as independently within minimal supervision</p> <p>Multi-task and have excellent organisational skills</p> <p>Be flexible in your approach to work</p>	
Personal Qualities	<p>Polite, professional, patient and friendly to all.</p> <p>Willingness and drive to learn</p> <p>Respect diversity and promote equality of opportunity when working with colleagues and members of the public</p> <p>Value and uphold confidentiality</p> <p>Have a sense of humour and be positive in your approach to work</p>	
Other Requirements	<p>Willingness to attend training courses when required.</p> <p>Willingness to work outdoors for outreach work (street engagement, door-to-door engagement and at our multiple outdoor events and activities)</p> <p>Willingness to work from home</p> <p>Willingness to work (occasional) evenings and weekends</p>	



Digital Inclusion Worker (Part time – 16 hours per week)

(Fixed Term until 31st March 2023)

Summary Terms of Conditions

Location	59 Machrie Road, Glasgow G45 0AZ
Standard Hours of Work	16 hours per week, to be worked flexibly in conjunction with the service
Grade & Salary	CHA Grade 5 (PA13 – PA16) £25,091 – £27,870 (pro rata)
Payment Method	Paid on the last Thursday of each month by the BACS system into your bank account
Annual Leave	27 days per annum (pro Rata)
Public Holidays	15 public holidays (Pro Rata)
Notice Period	One month written notice by either side
Pension	The Association currently offers a contributory pension scheme