



JOB DESCRIPTION

Digital Skills IT Peer Trainer (Mayfield Nurseries And Solent Mind Sites)

Purpose:

Digital Skills is a new project being delivered by Solent Mind in partnership with subsidiary charity, Mayfield Nurseries. The project aims to ensure full access to digital content and Information Technology to the most vulnerable and digitally disenfranchised people who have or are at risk of mental health and wellbeing issues.

The purpose of this post is to deliver the activities of the project as requested by the Digital Skills IT Co-Ordinator. The post holder will work with participants directly to deliver Information and Communication Technology (ICT) training based around the Department of Education’s Digital Skills Framework. ICT expertise is not required but a basic understanding of digital usage will be needed, along with the skills to empathise and empower students in their learning.

The post will be based between Solent Mind premises across South Hampshire and Mayfield Nurseries in Southampton with some opportunity for home working.

Reports To: Digital Skills Project IT Coordinator

Direct Reports: None

Key Relationships: Digital Services Lead, Wellbeing Team Leader at Mayfield Nurseries, Participants, Carers, delivery partners, Health and Social care providers and other key stakeholders.

Location: Southampton (Mayfield Nurseries) and Various Solent Mind Sites Throughout Hampshire (also combined with some remote working)

Contract: Fixed Term Until 25 Aug 2023

Hours: 22.5 Hours Per Week (to be worked over 5 days maximum) (flexible to include some evenings/weekends/bank holidays)

Salary Range: £19,880 to £21,409 Pro Rata Per Annum (SM PP 19-22)

Main Responsibilities

- **Delivering an agreed programme of ICT (information and communications Technology) focussed learning both face-to-face and digital, based upon the Department of Education’s Digital Skills Framework.**

- To help student learners upskill their digital abilities and set learning goals.
- To model personal responsibility, self-awareness, self-belief, self-advocacy and hope.
- Through the learning programme, draw on the lived mental health experience and expertise of students as a way of increasing awareness of how IT can be used in recovery.
- To offer individual learners the opportunity to discuss personal recovery goals, both short and long term.
- To signpost learners to other services when appropriate to meet their recovery goals, including encouraging learners to further study, vocational training, volunteering, or employment.
- To support learners to identify and overcome fears about learning within a relationship of empathy and trust.
- To create and maintain professional supportive relationships with all members of staff, with other professionals and agencies to enhance recovery.
- To ensure attendance at all required Solent Mind essential training and meetings.
- To participate in group or individual supervision, appraisal and performance development and identify own development needs, acting as an effective team member.
- To communicate professionally with colleagues and students in a variety of methods.

Key Duties

- To deliver a range of IT related courses based upon the Department of Education's Digital Skills Framework.
- Supporting the IT Co-Ordinator to ensure people who want support in digital skills can gain access and that the project is accessible and inclusive of all.
- Ensure all digital equipment and those using it understand safe and best practice in using digital services, including safeguarding, information security and awareness of phishing communications.
- Promote an environment of empowerment that enable participants to reach digital independence.
- Ensure the stated aims and objectives of the project are met, reviewed and adjusted as necessary.
- Offer direct support to participants via telephone, text and webchat as needed, outside of the core project.
- To share with other staff and other agencies as appropriate information regarding the participants' wellbeing in line with Solent Mind policies and procedures.
- To maintain records in line with Solent Mind policies and procedures, including in-putting data to the relevant CRM system.
- To identify innovative ways of developing and improving the service.

Internal and External Liaison

- Share appropriate information under Solent Mind's Confidentiality and Risk Assessment Policy.
- Develop and maintain good working relationships with associate organisations or services which share working spaces.
- Develop links and maintain good relationships with relevant local community organisations.
- Attend staff meetings and supervision as required.

General

- To uphold the aims and values of Solent Mind.
- To contribute to the ongoing development of the service and to best practice.
- To work within Solent Mind policies and procedures.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- All employees have a responsibility to prevent abuse and neglect and report concerns.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current Data Protection legislation and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Solent Mind.



PERSON SPECIFICATION

Digital Skills IT Peer Trainer (Mayfield Nurseries And Solent Mind Sites)

Requirement	Essential or Desirable
<p>Qualifications/Education/Training:</p> <p>Educated to a minimum level 2 standard or relevant experience</p> <p>IT qualifications or relevant demonstrable experience. Full-training will be given in the Department of Education’s Digital Skills Framework.</p> <p>Has successfully undertaken (or will undertake) Train the Trainer to be able deliver sessions for the Digital Skills Project.</p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p>Experience:</p> <p>Experience of working with vulnerable people with diverse needs.</p> <p>Experience of working in a mental health setting.</p> <p>Lived experience of mental health problems.</p> <p>Experience delivering training face-to-face and via electronic course delivery solutions (i.e., Zoom), ideally as both participant and host.</p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p>
<p>Knowledge/Skills/Competencies:</p> <p>Demonstrate excellent IT and communication skills.</p> <p>Demonstrate the knowledge, confidence and skills to deliver high-quality training in digital.</p> <p>Skills to work with change and to support service users through the process.</p> <p>Skills to manage own wellbeing.</p> <p>Ability to manage time and competing priorities.</p> <p>Good team working skills including listening, understanding constructive feedback, showing respect and skill sharing.</p> <p>Demonstrate active listening skills, especially in an educational environment.</p> <p>Capacity to quickly learn and implement new technology and software.</p> <p>Having a positive attitude to people from diverse backgrounds.</p> <p>Good local knowledge or the ability to research and identify appropriate community resources.</p> <p>Knowledge of the links between digital access and good mental wellbeing.</p> <p>Excellent time management, organisational and problem-solving skills.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>

Requirement	Essential or Desirable
Other:	
Ability to work flexible hours including weekends and bank holidays.	Essential
Commitment to Solent Mind's values.	Essential
Commitment to Solent Mind's Equal Opportunities and Diversity policies.	Essential
Ability and willingness to travel in the demographic area.	Essential
Willingness to undergo a relevant DBS Check if required.	Essential

Date job originated: September 2021
Date job reviewed: January 2022
Reviewing Manager: Dan Angus/Emma Dunbar



DBS NOTE TO APPLICANTS

Disclosure & Barring Service And Recruitment Of New Staff

Solent Mind has registered with the Disclosure & Barring Service (DBS), previously known as CRB, in order to make safe, well informed recruitment decisions. We are ensuring that all our relevant policies meet legal and best practice requirements.

We have assessed the position of:-

DIGITAL SKILLS IT PEER TRAINER

As requiring an:-

Enhanced level of disclosure.

All convictions, including convictions which would otherwise be “spent” under the Rehabilitation of Offenders Act 1974, must be disclosed for the purposes of this job application.

Solent Mind will determine the relevance of any convictions to the position applied for in line with guidance from the DBS.

Any applicant who is offered employment will be subject to a DBS check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. Applicants will have the opportunity to discuss any disclosure information before a final decision is made as part of the post interview process.