



Job Title: West Essex Digital Inclusion Facilitator

Line Management: Mind in West Essex Manager (TBC) & Digital Inclusion Project Lead

Location: Office Base – TBC – travel throughout West Essex essential

Hours: 22.5 hours a week

Contract Type: Five months fixed (with hope for extension)

Salary: £12.73 an hour

Mind in West Essex is a local, independent mental health charity. We affiliate to Mind (the National Association for Mental Health) a charity with which we share common values and principles.

Our vision is for West Essex to be a place where people talk openly and positively about mental health, and where everyone gets the support and respect needed to live well.

Mind in West Essex welcomes applications from people with their own personal experience of mental illness. This does not exclude those without their own personal experience of mental illness from applying for this role.

This post is part of a larger partnership project between a number of organisation within the Hertfordshire West Essex ICS

Purpose of the Job

- To enable digital inclusion of vulnerable people across West Essex, specifically those experiencing mental ill health.
- To facilitate improved mental health recovery outcomes through increased digital inclusion.
- To develop an understanding of the barriers to digital inclusion for people with mental ill health.
- To act as an ambassador for the wider Digital Inclusion Project across the Herts West Essex ICS.

Key Tasks

- To work closely with partners (initially the entire Mind in West Essex staff team) to identify people who are experiencing mental ill health and who are also digitally excluded.
- To work with identified people in a person centered way to improve their level of digital inclusion.
- To connect digital buddies to people in collaboration with the Digital Lead.
- To engage in and support the development of the Digital Share West Essex platform.
- To distribute donated technology to those most in need of it.
- To work with people to find creative ways of accessing digital equipment
- To contribute to the development of the 'data bank' concept.
- To ensure that when we are working with vulnerable people in a digital way supporting them to stay safe online is a priority
- To develop, document and share an understanding of the digital tools that are available to support mental health.
- To work in accordance with Mind in West Essex aims, objectives and values.
- To follow all of Mind in West Essex policies and procedures.
- To contribute to the ongoing review cycle of Mind in West Essex policies and procedures.
- To attend and participate in support, supervision and appraisal.
- To provide reports for the Mind in West Essex Board of trustees and the Digital Inclusion Project Lead as required.

Person specification

Essential Criteria:

- A natural talent for all things digital.
- An enquiring and creative approach to problem solving.
- A passion for creating digital opportunities for people.
- Knowledge and understanding of how mental ill health can impact a person's behaviour and their experience of life.
- Understanding of and commitment to person-centred approaches.
- The ability to be persuasive but tactful whilst also demonstrating kindness, sensitivity and patience.
- Self-motivated with the initiative and ability to manage own workload.

- Significant experience of working with software such as Microsoft Word/Excel, Google docs with the willingness to undertake training to use other systems.
- Excellent organisational/time management skills.
- A clear understanding of the importance of digital security and online safety.
- Driving licence and access to a vehicle, and/or ability to travel throughout West Essex.
-

Desirable Criteria;

- Experience in Quality monitoring and evaluation.
- Experience of working with databases
- Experience of working with a range of stakeholders
- Existing experience of working within the Essex system.

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.