



Job Description: Digital Inclusion Coordinator

Reports To: Operations Manager

Salary: £26,000

Job Purpose: To develop, promote and coordinate Lifeshare's digital inclusion and education projects. Aimed at tackling digital exclusion amongst young people at risk of homelessness and exploitation in Greater Manchester.

Background

Communication is a key factor in the maintenance of the health, happiness, and wellbeing of all young people. A lack of access to the necessary tools, skills, and resources can create major challenges in terms of social and economic participation and inclusion for some of the most disadvantaged members of our society. The prominence of digital technology continues to increase in all areas of our social interactions, including how we access services through online platforms and resources. While this development has increased our ability to bridge geographical gaps and created many new opportunities for enterprise and innovation, it has also created barriers for those without the means to access the digital world. People are dependent on effective communication in every aspect of their daily lives. It can be the difference between finding a job or securing safe accommodation. In some cases this can be a matter of life and death.

For vulnerable young people living chaotic lives, access to information and the ability to communicate is crucial. It is important that this group in particular are able to be aware of changes that can impact their lives, whether it is changes in legislation, access to healthcare and financial services, or new opportunities for accommodation, education, or employment.

Lifeshare's digital inclusion project will enable 'at-risk' young people to develop their digital knowledge and skills, empowering them to fully participate in society. By providing the equipment, environment, and means to develop digital skills, vulnerable young people will be given the ability to use the variety of tools and digital resources they need to access and use online services. This will enable them to lead a meaningful and fulfilling life.

This project will make a real difference to the lives of some of Greater Manchester's most vulnerable people and establish a new collaborative, multi-agency network that will work together to address a growing and pressing need across our city region.

Key Responsibilities

- To promote the Manchester Digital Collective and Lifeshare's digital inclusion programme thus increasing support for vulnerable and marginalized young people aged 16-25 in Manchester, particularly those who are homeless (or at risk of becoming so) and those at risk of being exploited.

- To develop and maintain our online hub, which includes digital resources and a training platform designed to engage and upskill our members and empower them to access information, support and services
- Update and manage digital content for Lifeshare and the Manchester Digital Collective, including our website and some social media accounts.
- To monitor and evaluate the success of the project and prepare evidence based reports for our key stakeholders
- To engage and onboard new community partners into the Manchester Digital Collective and support the network to provide an innovative and dynamic service, tailored to meet the needs of some of our communities most marginalised members.
- Co-ordinate, maintain and enhance existing partnerships, with a specific focus on encouraging partners to:
 - Become active and contributing members of the collective, with a commitment to co-production and collaboration.
 - Engage and support new learners to join the learning platform and access resources.
 - Improve our educational resources and courses on the platform.
 - Design, host, and promote webinars on the platform.
 - Design and deliver classes to increase digital inclusion for our members.
 - Monitor and report student engagement and analyse the data to support quality assurance.
 - Adopt person centred, identity informed and strength based approaches in our delivery, to ensure we meet the needs of every person we work with.
- Ensure high levels of digital safeguarding and accessibility (W3C guidelines)

General

- To take personal responsibility for ensuring that designated duties are executed at all times in accordance with corporate policies and procedures.
- To carry out any other duties as may reasonably be expected of the post holder in line with the scope, spirit and nature of the job.
- To work in partnership with internal and external teams and stakeholders to ensure the best service is delivered for all service users.
- To carry out duties in accordance with the Policies and Procedures of Lifeshare including Safeguarding.
- To promote and implement Lifeshare's [Equality and Diversity policy](#) in all aspects of the post holder's work.
- To ensure value for money in all activities.
- To promote the core vision and values of Lifeshare.

No job description can be entirely comprehensive and the post holder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

For further information on Lifeshare's work visit www.lifeshare.org.uk