Digital Inclusion Co-ordinator
One year contract, July 2020 – June 2021

Salary: £28,000 per annum for 35 hours a week

Hours: Full time if possible, part time or flexible hours if preferred

Accountable to: WRW's Grassroots Co-ordinator

Location: working from home or in the WRW office near Old Street (depending on the situation caused by the pandemic, the wishes of the post holder and the needs of the organisation)

Summary: Women for Refugee Women is seeking a Digital Inclusion Co-ordinator to work closely with our team to facilitate digital access and improve IT skills among our network of refugee and asylum-seeking women. The role will include assessing women's basic needs and skills and providing the essential equipment and support to enable them to move forwards. It will involve supporting women to participate in learning, solidarity and advocacy opportunities at WRW, as well as enabling them to access other services and participate more effectively in their communities.

How to apply:
Please email joinus@refugeewomen.co.uk with your CV and a covering letter stating how you meet the person specification and why you would like to join WRW.

Applications will be considered from 7 July on a rolling basis, so that applicants may be invited for interview from 8 July onwards. Interviews will take place remotely by Zoom. Due to our restricted capacity, only shortlisted candidates will be contacted.

Terms and conditions:
WRW is a small organisation working in a challenging area, and all staff are expected to work flexibly on a variety of initiatives and tasks.

At WRW, every team member is valued, and everyone is supported to carry out their role effectively. We encourage staff members to take up training opportunities to develop their skills, all staff members are able to access individual counselling support if desired, and we enable staff members to work flexibly, according to individual preferences. We try to ensure that WRW provides a supportive environment where individuals can grow and develop their roles in line with our values and vision.

Job Description

Main purpose of role: To facilitate digital access and improve IT skills among WRW's network of refugee and asylum-seeking women.

This role will include:

- Assessing and meeting the basic technology needs of individual refugee and asylum-seeking women, including through provision of new phones or data packages;
- Training individual women remotely or face to face in basic digital skills, including how to use email, WhatsApp, Zoom and other platforms and apps;
- Supporting our network of volunteer ESOL tutors to deliver language learning to individual women, through email, WhatsApp and other platforms;
- Supporting other staff members and freelancers (eg the drama facilitator, the LGBT support facilitator) in delivering their activities with refugee and asylum-seeking women;
- Co-ordinating the referral of women to other agencies who can support their learning and inclusion;
- Working with other agencies and companies who can support this project, either by supporting the women directly, providing equipment or other resources;
- Monitoring and evaluating the impact of this project, through colleting quantitative and qualitative data, preparing quarterly summary reports for the key funder, and producing a progress report in spring 2021;
- Developing this role where appropriate and as circumstances change – e.g. by providing more face to face activities if circumstances permit, or supporting women with particular communication needs such as recording and transmitting videos.

WRW is a small organisation that has to adapt quickly to changing situations. As a member of the team you would be expected to be flexible and to take on other duties or to develop this role as appropriate, in discussion with your line manager and other members of the team.

Person specification

Essential:
Experience of working in frontline services, either in advice, support or education services, or retail and customer services;

Experience of communicating with people with a range of backgrounds and sensitivity to different cultural backgrounds and varying English language skills;

Confident understanding and experience with technology including smartphones and tablets, and proven ability to trouble shoot and resolve issues;

Positive, solution-focused attitude to complex situations;

Patience and calm manner in dealing with people;

Ability to work independently, from home and with minimal supervision, and to communicate well with other members of the team;

Experience of managing budgets and preparing and reading simple accounts;

Strong commitment to race and sex equality and desire to make a difference for vulnerable women.

Desirable:
Experience of working independently in challenging situations;

Experience of working with women who have sought asylum or survived gender-based violence;

Experience of providing tech support and tuition to inexperienced users, e.g. through helpdesk support;

Experience of project management and evaluation;

Experience of working with charities and non-profit organisations;

Experience in teaching marginalised or vulnerable people.

WRW particularly welcomes applicants with refugee or migrant backgrounds.