EACHA
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Job Title	Digital Inclusion Officer
Location	Kilmarnock Based (Including Urban and Rural East Ayrshire)
Hours	35
Salary	£26,000
Funding Length	1 Year (Extension Subject to Continuation Funding)
Reporting To	Development Manager

Organisation Overview

East Ayrshire Churches Homelessness Action (EACHa) is an ecumenical and registered Scottish charity of over 20 years dedicated to tackling homelessness, poverty, addiction, and social exclusion. Rooted in values of compassion, dignity, inclusion, and justice, we unite churches, faith groups, community members, professionals and those with lived and living experience in a shared mission - to support those facing complex life challenges.

We are currently delivering a pioneering One Stop Shop model in the heart of Kilmarnock — a holistic, trauma-informed service hub that integrates recovery, crisis response, harm reduction, peer support, digital inclusion, and access to practical essentials, all under one welcoming roof. Our model removes traditional barriers to support by creating a space where individuals can drop in, be heard without judgment, and receive the care, connection, and consistency they need to begin or sustain their recovery journey.

This approach recognises that no single service can meet every need in isolation. By blending professional expertise with lived experience and co-produced solutions, our One Stop Shop brings together people, services, and opportunities in a way that is truly person-led. It is a bold reimagining of how recovery, inclusion, and community resilience can be built from the ground up.

Through partnership, innovation, and a firm belief in the potential of every individual, EACHa is working to create a more connected, compassionate society where everyone has the opportunity to recover, rebuild, and thrive.

Through our digital inclusion project, we are building a connected, inclusive East Ayrshire where everyone can participate in recovery and community life — online and offline.
Digital exclusion remains a significant barrier to access for people in recovery. Lack of devices, connectivity, or digital skills limits their ability to engage with recovery services, education, benefits, healthcare, and employment. This role responds directly to that challenge by embedding digital inclusion within recovery support.

Role Overview

The Digital Inclusion Officer will lead on the delivery of our digital access and learning programme, ensuring that individuals facing exclusion can gain the tools, skills, and confidence to thrive in a digital world.

This role will support individuals experiencing homelessness, addiction, poverty, or mental health issues to:
- Access devices and internet connectivity
- Develop digital literacy and employability skills
- Engage with recovery and mental health resources online
- Build confidence and independence through peer-led digital support

Working across hubs and rural communities, the postholder will also train Digital Champions (peer mentors and volunteers) to sustain ongoing support within the wider East Ayrshire Recovery Network.

Key Responsibilities

Digital Access & Training
- Distribute digital devices (e.g. tablets, smartphones, laptops) and preloaded data plans to individuals experiencing digital exclusion
- Deliver 1:1 and group training sessions focused on essential digital skills, online safety, and accessing recovery resources
- Support service users in using digital tools to manage benefits, apply for jobs, attend virtual appointments, and access education or training

Programme Delivery & Integration
- Design and deliver a structured digital literacy programme with pathways into further education, employment, and recovery engagement
- Integrate digital support across all peer support and recovery services within our One Stop Shop
- Facilitate peer-led digital learning through the development of a Digital Champions programme

Community Outreach & Engagement
- Expand digital support into at least four rural communities (e.g. Auchinleck, Dalmellington, Darvel, Stewarton) through local drop-ins
- Work collaboratively with recovery hubs, outreach workers, and peer mentors to identify individuals most in need of support
- Promote digital inclusion as a tool for independent living, recovery, and social connection

Monitoring, Evaluation & Support
- Track engagement levels, training completion, and impact on recovery participation, social inclusion, and employability
- Collect feedback from service users, volunteers, and staff to support continuous improvement
- Contribute to reporting requirements for funders, including qualitative outcomes and success stories

Essential Criteria

East Ayrshire Churches Homelessness Action (SCIO) a charity registered in Scotland. Registered Number: SC052257.

Registered office: 49 John Finnie Street, Kilmarnock, East Ayrshire, KA1 1BL

Must be a minimum of 12 months clear of problematic alcohol use and/or illicit or non-prescribed drug use

Experience delivering digital skills training or support, ideally to disadvantaged or marginalised groups

Strong understanding of the barriers to digital inclusion faced by people affected by poverty, homelessness, or addiction

Excellent IT skills and confidence using common platforms (e.g. Microsoft Office, Zoom, Google Drive, MyGov, Universal Credit portals)

Experience working with vulnerable adults or within community/recovery-based services

Commitment to person-centred, trauma-informed, and inclusive approaches

Ability to travel across East Ayrshire and deliver support in community and rural settings

Full driving licence and access to transport

PVG Scheme membership and satisfactory disclosure

Flexibility to work occasional evenings/weekends as required

Desirable Criteria
Qualification or training in digital inclusion, adult learning, or community development

Knowledge of recovery communities, harm reduction, and lived experience-led support
Experience developing peer-led programmes or mentoring initiatives

Confidence using mobile device management and data monitoring tools

Understanding of funder reporting, monitoring frameworks, and basic impact evaluation

Opportunities & Impact
As Digital Inclusion Officer, you'll play a vital role in tackling digital poverty and helping people reconnect with opportunity, support, and community. By equipping individuals with the tools and confidence to navigate the online world, you'll empower them to access jobs, education, mental health services, recovery meetings, and essential digital resources — often for the first time.

This is your chance to help shape a more inclusive and connected future. You'll support the development of peer-led digital champions, extend your reach into rural communities, and break down long-standing barriers to access. In doing so, you'll contribute to a fairer, more equitable East Ayrshire — one where recovery, independence, and digital confidence go hand in hand.