

VOLUNTEER ROLE DESCRIPTION

Title: **Digital Champion**

Volunteer Digital Champions support and inspire others to enjoy all the benefits that digital skills can bring.

Digital Champions engage with others in one to one and/or group workshops in community venues and aim to develop others digital skills and confidence online, in a relaxed, safe and informal environment.

One to one session's may be one-off, or regular and ongoing, depending on the needs of the individual.

Position Type: Volunteer

When: You will be offered opportunities to support at specific sessions, typically of 2 hours duration, which have been pre-planned at a particular day and time and location.

Alternatively, if you are providing one to one support this will be undertaken at a time that's convenient to both the volunteer and the learner.

Sessions will typically be between 9.00AM and 4.00PM, Monday to Friday. On rare occasions sessions may be at a weekend.

Time commitment: You can do as many hours as you wish, but most Digital Champions will give around 8 hours of their time a month.

Location(s): Digital support sessions will be hosted at locations across South Derbyshire, therefore the ability to travel independently using public transport or own vehicle would be advantageous.

Expenses: For those using their own vehicle we will reimburse travel mileage at the rate of 0.45p per mile or part thereof, for the shortest journey route, from your home address to the host venue and return. Parking charges will be reimbursed where agreed in advance.

For those using public transport we will reimburse the cost of travel on presentation of valid travel tickets.

Expenses are paid in arrears monthly.

Reports to: Training and Education Manager

ELIGIBILITY

To be a Digital Champion you must be:

- Aged 18 years or over at the time of applying.
- A UK resident or have permission to live in the UK.
- Willing to authorise a Disclosure and Barring Service (DBS) check.

KEY EXPECTATIONS

The core expectations of the role include:

- Help people learn the basics of their device – turning it on, using the mouse and keyboard or changing settings on a tablet or smart phone.
- Help people understand how to get online – connecting to a secure Wi-Fi network, entering login information, as well as staying safe by keeping login info/passwords secure, recognising suspicious links etc.
- Support people with essential skills such as setting up an email account or carrying out an internet search.
- Help people stay connected with family and friends by using video calling, messaging or social networks.
- Support people to manage their health online e.g. using the NHS App, searching for reliable health information, or using a GP online booking system.
- Assist people with activities necessary for daily life e.g. search or apply for a job, shop and bank online
- Act as an advocate of the benefits of being online.

GENERAL EXPECTATIONS

- Be punctual and reliable.
- Have excellent communication and listening skills, and the ability to relay information and instructions in a clear, accessible and personable way.
- Be patient, empathetic, adaptable, and able to change communication styles to meet different needs.
- Respect confidentiality and the dignity of all clients and follow safeguarding practice guidelines.
- Follow SDCVS policies and procedures and demonstrate our Core Values.

SKILLS REQUIREMENTS

There are no formal qualifications needed, we are looking for Digital Champions who are passionate about sharing their skills and supporting others. Skills we are looking for include:

Essential

- Able to use a computer, tablet and smart phone, search the internet and use email with relative confidence.
- Enthusiastic about the positive effect that technology can have on someone's life.
- Sociable and personable.
- Patient and able to build up trust with learners.
- Understanding of people's motivations for learning.
- Able to empathise with diverse groups.
- Reliable and well-organised.
- Good sense of humour and willing to have fun.
- Be a good communicator and active listener.
- Motivated and confident enough in your own ability to be able to help others.
- Able to explain technology in a simple, clear way.
- Able to travel to a variety of local venues independently.
- Willing to act as an advocate of the Digital Champions Network

Desirable

- Ability to research and apply new resources to support learning.
- Knowledge of accessibility setting on devices to enable digital inclusivity.
- Knowledge of cyber threats and scams.
- Confident in using social media, e.g. Facebook, Twitter, YouTube, LinkedIn.
- Confident in using NHS digital services such as the NHS App.
- Experience of teaching adults.
- Experience of using both Microsoft Windows and MacOS computers, Android and Apple IOS devices (tablets and smart phones).

THE BENEFITS TO YOU

Aside from simply giving something back to your community, there are lots of other potential benefits for you, such as:

- Full induction training is provided, and all volunteers will be asked to complete this before they volunteer with us.
- Supervisory support from the Training and Education Manager will be provided as required.
- An opportunity to get out and about at various community events and to strengthen links in your area.
- Improve your communication skills and learn how to motivate people.
- Improving your own knowledge and confidence around digital technology (including accessing the diverse range of free resources from Learn My Way and other sources).
- Gaining valuable experience and organisational skills which can help build your CV.
- Getting involved in new projects and organisations, opening other opportunities for volunteering and employment.
- Meeting other Digital Champions and making new connections locally.
- The satisfaction and sense of wellbeing from helping someone learn key digital skills and be more digitally included.
- Be on the frontline of tackling digital exclusion.

ADDITIONAL INFORMATION

- The safety of all our volunteers is paramount and we will always operate in strict accordance with current Health and Safety (H&S) regulations and as such risk assessments will be completed as required.
- Volunteers will be asked if they are happy to be featured in publicity and case study materials and the photograph used for social media and general marketing publications.