**Volunteer Role Description**

Age UK York is an independent, local charity, that has worked to support older people for over fifty years. We have over 250 volunteers helping us to deliver services and activities for older people in York.

**Volunteer role: Digital Inclusion Volunteer – Information and Advice**

**Service:** Age UK York’s information and advice service supports older people to find solutions that will help them to remain independent and get the most out of later life.

**Supported by:** Volunteering and Outreach Worker

**Commitment:**  Variable depending on the older person, with an estimate of two hours per week over a period of eight weeks, per assignment. Commitment of over 12 months preferred.

**Training:**  Induction training part one and part two. Accompanied for the initial assessment visit with the older person and updated on any digital learning workshops in the area.

**DBS:** Enhanced DBS required (undertaken by Age UK York.

**Role purpose**

Older people are still disproportionately represented among those that are not online. As more services move online many older people would like to find out how to get online, but this can be daunting. In this role you will help the older people in York to access the digital world and improve their competence in navigating it to their advantage. You will visit an older person and work with them to achieve their digital goals. You will visit them over a few weeks to support them to build the competence and confidence they need to be able to do this for themselves. In addition to this, you may also organise and run in-person digital learning classes (community events) for the older people of York.

**Personal qualities and experience**

The digital inclusion volunteer will have a passion to help others, be IT literate and methodical, being able to break down a task into its component parts. They will be patient, sympathetic and a good listener and communicator, to be able to understand the older person’s needs and work towards achieving their goals. Older people may struggle with the basics or may get confused. Reliability is essential and the ability to understand role boundaries is key. Age UK York volunteers must be willing to work within guidelines and always follow confidentiality policies.

**Tasks and activities**

* Visit an older person at home or in a community setting (café, etc.) on a regular basis – usually weekly – over several weeks.
* Agree with them what they want to achieve by going online.
* Break down the process needed to achieve their goal into simple steps.
* Support them to work through these steps.
* Keep a simple record of your work.
* Potential topics could include the following, depending on what the older person would like to learn: how to stay in touch with friends and family, find out information, check the weather forecast, book appointments, listen to music, access online shopping, or filling out online forms (such as NHS forms).
* Provide 1-1 digital learning home visit sessions, engaging older people who are housebound or less able to engage in group settings.
* Organise and run in-person digital learning classes.
* Attend community events for digital learning.
* Work alongside the AUKY Outreach Volunteers; to coordinate digital learning opportunities.
* Alert Age UK York to any concerns including potential safeguarding matters.
* You will not be asked to deal with financial matters.

**In return, as an Age UK York volunteer, you will have the opportunity to:**

* Help York become more digitally inclusive for older people and help individuals with their goals.
* Be part of a friendly team and supported in your role.
* Access training and development, as appropriate.

**Volunteer Agreement**

We ask you to:

* Work within the parameters of your volunteer role description.
* Maintain the commitment you choose to make.
* Undertake training and updates.
* Commit to regular appointments and complete any relevant paperwork.
* Keep us informed if your circumstances change.
* Inform us immediately of any new criminal convictions.
* Adhere to the Age UK York policy regarding confidentiality.
* Adhere to the Age UK York policy regarding data protection.
* Adhere to all other Age UK York policies and procedures, summarised in the volunteer handbook and available in full on request or via the website.
* Promote the work of Age UK York in your local community.
* Contact us if you have any issues or concerns.

**Please sign to confirm that you have read and understood the above.**

**Name:**

**Signature:**

**Date:**

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.