**Digital Support Service – Drop-In Session Volunteer**

Age UK Camden is an independent voluntary organisation working to enhance the quality of life for older people living in the London Borough of Camden. The aim of the Digital Support service is to provide confidence to older people so they may participate in the digital age, to get online and provide a safety net of reassurance if they encounter any issues on their learning journey.

**Drop-In Sessions**

Age UK Camden hosts weekly ‘first-come first-served’ support sessions at community hubs throughout Camden. They are open to older people looking to get tailored support with their personal devices and solve basic problems they might be experiencing as an end user of a range of hardware and software.

We are looking for volunteers to offer support and guidance, encouraging our clients to build their confidence and knowledge to get better at using their devices. If you use digital technology on a regular basis for work, study, and daily life, you are likely to have the skills needed for this role.

**Volunteer tasks may include**

* Helping to solve basic technology issues on their device.
* Teaching a client how to use a particular feature or app relating to their device.
* Advising a client on setting up a new device.
* Ensuring the space and equipment is safely set up for the session.

**Personal qualities most suited to the role**

* An interest and understanding of the needs of older people.
* An interest in supporting older people to achieve their learning goals.
* Reliability and good timekeeping.
* Patience, sensitivity and trust.
* Being able to explain technology in engaging and simplistic language.

**Skills Required**

* Navigating smartphones (iOS/Android/both), tablets and laptops.
* Understanding accessibility settings on a device (e.g. increasing font size, adjusting contrast, etc.)
* Familiarity of popular email platforms, including common use cases like signing up, organising emails into folders, sending attachments, account recovery, etc.
* Ability to download apps on a variety of devices and explain how to successfully complete tasks (e.g. NHS App, WhatsApp, Uber, Zoom, etc.).
* General problem solving skills to flexibly find solutions to a variety of simple technological problems.

**Time Commitment**

* One session per week from one of our sites (Fitzrovia, Kentish Town, Swiss Cottage, Highgate).
* Sessions are held on Wednesdays between 2-4pm.
* Willing and able to travel to various locations across the borough of Camden, if required.

**Recruitment Procedure**

1. Complete the Application Form
2. Informal Interview with the Coordinator
3. References and DBS Check
4. Attend Volunteer Induction Session with Age UK Camden’s Volunteers Manager
5. Opportunity to do Volunteer Trainings eg Safeguarding, Data Protection etc

**Ongoing Support**

* Supervision with the Digital Support Coordinator
* Reclaiming travel and other expenses
* Any other training relevant to the role