

Digital Inclusion Champion Volunteer

Role Context: Age UK Ealing's mission is to promote the wellbeing of all older people in Ealing and empower them to achieve full quality of life. We provide a range of support services for older people in the London Borough of Ealing including Information and Advice Service, Day Centre, Befriending and Digital Inclusion. We also run Greenford Community Centre, where our office and services are based alongside a range of other community activities.

Purpose of the role: To provide IT & digital coaching/training to older people who are inexperienced with digital devices and to those that are digitally excluded from accessing online services.

A Digital Inclusion Champion Volunteer will:

- Assist older people to learn basic IT skills as well as specific applications like shopping online, how to get in touch with family and friends, staying safe online, and accessing public services online such as GP and other NHS services.
- Raising awareness of the internet and technology generally
- Complete a visit report for each learning session to ensure that learning objectives are met.
- Be committed to the values of Age UK Ealing

Personal qualities most suited to this role:

- Good computer skills
- Confident, enthusiastic, and able to deal sympathetically, patiently, and sensitively with all service users.
- Good interpersonal skills
- Reliable
- Able to maintain confidentiality.
- Previous Training and presentation skills experience would be desirable but not compulsory.

Full training will be provided to all volunteers but IT skills essential.

Time is involved: Mondays from 1-3pm, Thursdays or Fridays am, pm or all day from 10am - 4pm (not including Bank Holidays), as agreed with your supervisor. You can stop volunteering at any time but please do let us know as soon as possible.

Expenses and Insurance: We will cover agreed out-of-pocket expenses for volunteers (e.g., travel costs). We provide insurance cover for the time you are volunteering with us. **This role is offered subject to satisfactory references and Disclosure and Barring Service (DBS) check, and we can help you to obtain a free DBS certificate.**

After completing 6 months volunteering with us, you will receive a certificate of achievement for Digital Champion skills which can be used for future employment.

Responsible to: Digital Inclusion Project Manager