

Digital Buddy Task Outline

Background

Digital exclusion has always been an issue for older people, particularly for those living in the boroughs we serve which are the 3 poorest areas to live in the UK for the over 65s.

Being able to get the cheapest utility deals, bid for more suitable social housing or simply find out about what's going on in their area is something many of us take for granted. The COVID-19 pandemic has further highlighted the digital divide between those who have the means to access the resources and opportunities available on the internet and those who do not.

At Age UK East London, we know that teaching anything to anyone is always much more successful when there is a relationship and trust between trainer and trainee. We also know that it takes more than one or two isolated sessions to really learn a new skill. We have combined our befriending project with our Digital Inclusion work to create a new volunteer-led programme of remote support which aims to give older people the skills and knowledge they need to get online. This is a new programme, and we are testing it as a pilot to ensure we are getting it right. During this pilot phase, we will be asking for regular feedback from our Digital Buddies as well the people they support.

Commitment	<ul style="list-style-type: none">• Minimum of 6 months from start of Activity Buddy match• Willing to undertake an enhanced DBS check.• Up to 1-2 hours a week engagement with your client
Purpose of Role	<ul style="list-style-type: none">• To develop a friendship over the telephone with an older person.• To use a basis of shared interests to support the older person to get online with the support of printed materials provided by Age UK East London.• To support the older person to work towards their chosen digital inclusion goals e.g., using Zoom, search engines etc.• To provide feedback to aid programme development.
Support Provided	<ul style="list-style-type: none">• Full remote training and induction provided.• We will complete the Disclosure and Barring Service (DBS) application with you.• Supervision and direct contact with the Volunteering• Co-ordinator/Manager.• Join and participate in peer support groups and meet other volunteers to share experiences and good practice.
Skills and attributes Required	<ul style="list-style-type: none">• Good communication with a friendly approachable manner• Solution focused• Good listening skills• Applicants must be over the age of 18• Basic IT skills may be required depending on client's needs.

Benefits	<ul style="list-style-type: none"> • Making a Difference: Volunteering allows you to have a tangible impact on someone's life, particularly those in vulnerable situations. Helping older people can provide a strong sense of accomplishment and purpose. • Emotional Rewards • Intergenerational Connections • Learning and Skill Development • Enhancing Career Prospects • Building Empathy and Compassion • Giving Back to the Community • Social and celebration events • Exclusive invites to join and support community projects • Monthly volunteer newsletter
How to apply	<p>Online</p> <ul style="list-style-type: none"> • Apply through our website: https://www.ageuk.org.uk/eastlondon/get-involved/volunteer2/application-form/ • Contact us via email at volunteering@ageukeastlondon.org.uk or on 0208 981 7124 <p>In person: You can drop off your CV or leave your contact details at one of our offices below and the Volunteering team will be in touch with you.</p> <p>Tower Hamlets Head Office 82 Russia Lane London, E2 9LU</p> <p>Tower Hamlets Activities Centre Merchant Street Hub Tower Hamlets Methodist Church 1 Merchant Street E3 4LY</p> <p>Newham Office 655 Barking Road Plaistow, London, E13 9EX</p> <p>Hackney Office and Activities Centre (Marie Lloyd Day Centre) 29 Queensbridge Road E8 3LA</p>

Volunteer Journey:

Embark on your volunteer journey with us in just a few simple steps:

Week 1	<ul style="list-style-type: none">• Application received
Week 2 - 3	<ul style="list-style-type: none">• Arrange an interview: Our Volunteering Manager will contact you to arrange interview, either in person or via MS Teams. This is a chance for us to find out more about you and for you to learn about the role.• Undertake Disclosure and Barring Service (DBS) check, we will arrange this for you. Once it's been processed, your DBS certificate will be posted to your home address.• Provide references: We will ask you to provide two references to support your application.
Week 3 - 4	<ul style="list-style-type: none">• Complete online training: You'll need to complete some online training, including Adult Safeguarding and any other relevant courses for your role.• Induction plan: We will put together an induction plan to help you settle into your role.
Week 4 – 8	<ul style="list-style-type: none">• Meet your project lead/supervisor: You'll be introduced to your project lead or supervisor, who will guide you through your role. They will provide you with an induction, explain your tasks, and answer any questions you may have. Your project lead/supervisor will continue to support you while you volunteer with us.
Ongoing	<ul style="list-style-type: none">• Get started in your role: You'll begin volunteering as outlined in your role description.• Monthly volunteer catch-ups: We offer monthly group sessions via MS Teams, led by the Volunteering Manager. These sessions are a space to meet other volunteers, ask questions, share experiences, and discuss any challenges.• Ongoing support: Your line manager and the Volunteering Team are always available if you need any support or have questions.• Take part in social and celebration events.

Do you have any questions

Feel free to reach out with any questions by email at volunteering@ageukeastlondon.org.uk or on 02089817124 or pop into any of our offices (listed above) to chat with a member of our team.

