## Role Description: Volunteer Digital Champion

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| **Job Title** | Volunteer Digital Champion |

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| **Location** | Community/home settings  Home-based remote support |

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| **Main Purpose** | To provide personalised support to older people through the provision of 1:1 support and group workshops. |

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| **Main Responsibilities** | 1. Liaise with the Digital Inclusion Co-ordinator to be matched with older people for whom the Volunteer Digital Champion is best placed to provide support (based on interests, skills and competencies and availability). 2. Understand the specific needs and goals of the individual engaging with support, including their existing confidence and skills. 3. Using existing templates and resources, create personalised session plans for individual clients to support them to meet their goals. 4. Deliver 1:1 support and group workshops with older people to develop their digital skills and confidence. 1:1 support sessions may be regular and ongoing depending on the needs of the individual. Sessions and workshops are delivered in community settings, in the home, or remotely over the phone or video call, for example. 5. Collect monitoring information from clients’ sessions and share with the Digital Inclusion Co-ordinator as applicable. |

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| **Salary and Benefits** | This role is a volunteer role and therefore salary is not applicable.  All expenses will be reimbursed. |

## Person Specification: Volunteer Digital Champion

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| **Job Title** | Volunteer Digital Champion |

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|  | **Technical Skills** | **Organisational Skills** | **Communicative Skills** |
| **Essential** | Good digital skills.  Confident using different devices, including smart phones and tablets, laptops, and smart speakers.  Knowledge of various IT packages and a wide range of popular applications.  Confident delivering both group and 1:1 activities with older people.  Good teaching skills, including the ability to create effective session plans based on the needs of the client and using existing templates as guidance.  Ability to troubleshoot issues promptly as they arise. | The ability to organise session delivery to ensure that a client’s goals are met in a timely manner.  Excellent time management skills to ensure that sessions are delivered within the agreed timeframe. | Excellent communication skills.  Excellent listening skills.  Ability to relay information and instructions in a clear, accessible, relevant, and personable way.  Ability to work with learners with different levels of knowledge and skill.  Ability to be empathetic in a group to people’s individual needs.  Ability to maintain confidential communication where applicable. |
| **Desirable** | Confident using both Apple and Android devices. |  |  |

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| **Experience** | No specific experience required. |

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| **Behaviours and Values** | * Willingness to understand the issues and barriers affecting older people and those around them, specifically with regards to digital skills. * An open-minded approach to individuals, avoiding judgement and stereotyping. * Enjoy working with others. * A commitment to, and understanding of, equal opportunities. * Honest and reliable. * Patient and understanding. |

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| **Qualifications and Education** | No specific qualifications or education required. |