

## Digital Champion Volunteer Role Description

Digital Champions meet with learners and support them to develop their digital skills through one to one support or in small groups. Everyone is different, so you may support a learner with everything they need quite easily, whereas others might require more support to grasp the basics. You'll need to spend a little time repeating what you've gone over, checking understanding and coaching them through each step.

A volunteer is someone who provides unpaid support to Age UK Mid Mersey.

### **Accountable to:**

Living Well Services Manager, Volunteer Coordinator and Keyworker.

***The post holder will be required to undertake a criminal disclosure check to an enhanced level.***

### **Duties:**

The duties and responsibilities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

You don't need to be an expert in technology or tutoring, but as long as you have the willingness to help, are patient and have confidence in your own digital skills, you'll be a great Digital Champion! Being fond of a chat is also helpful too, as this will help you build a rapport with your learner and find some common ground to start from.

Role benefits:

- Full training and ongoing support to help you carry out your role
- Travel expenses
- Practical experience and skills that you can add to your CV – such as coaching and mentoring
- Satisfaction that you have made a difference to the lives of others – volunteering your time can also help improve your own mental health and wellbeing

The role description is intended to clarify the duties and responsibilities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.

### **What we are looking for:**

- We are looking for people willing to bring energy, enthusiasm and commitment to the role
- A willingness to devote the necessary time and effort
- An ability to work effectively as a member of a team



- A willingness to undertake mandatory training in subjects like Safeguarding Adults, Equality & Diversity, Health and Safety
- Commitment to the principle behaviours of Age UK Mid Mersey:
  - Care and competence
  - Pride in what we do for you and us
  - Empathy, respect and integrity for staff and clients
  - Taking time to listen and understand
  - Working together and trusting each other

#### ***Personal skills and qualities:***

- A strong personal commitment to equity, diversity and inclusion
- Ability to work in a team
- Reliable, with good time keeping
- Empathy
- Interest in supporting adults aged 50+.
- Patience and strong people skills
- Willingness to learn new skills and concepts
- Enthusiasm for our vision and mission

You do not need previous experience – we will provide a full induction and training

#### ***Terms of appointment:***

The number of days and hours will be negotiated between the volunteer and line manager/key worker. As a minimum we would ask for an initial commitment of 2 hrs per week.

#### ***What we offer:***

- The chance to be part of an exciting team who will support and develop you with ongoing training
- The opportunity to be involved with outings with our service users
- The chance to make a real contribution to Age UK Mid Mersey's work
- Paid travel expenses

**Issue Date: October 2023**