

Digital Champion Volunteer - Digital Inclusion Project

Overview: Provide on-going technical support to NHS patients with COPD (chronic obstructive pulmonary disease) with their use of online technology and provide guidance and encouragement in accessing and using Zoom and other online resources to improve their health and wellbeing.

As we grow older, we all face new challenges but that does not stop us from wanting a fulfilling independent later life. Age UK Southampton (AUKS) is passionate that everyone should have the opportunity to be able to make the most of later life whatever the circumstances. Digital inclusion can play an important part in making this happen.

As a Digital Champion for the Digital Inclusion Project introducing COPD Clients to technology and its benefits, you can have a significant impact on their health and wellbeing. This project has been designed to give patients the tools they need to manage their rehabilitation. By enabling clients to use technology, we can reduce isolation and assist them in their everyday lives.

Having the skills and knowledge to access and use online resources, could mean being able to attend online GP consultations, re-order medication, booking of NHS vaccinations, online shopping, and banking, and making video calls to friends and family.

Location: Via telephone calls or home visits – depending on the client need and volunteer capacity.

What does a Digital Champion do?

- Able to answer confidently on a range of IT subjects e.g., tablets, Zoom and other relevant apps;
- Supports older people with on-going technical guidance and encouragement in setting up and using Zoom to log in to exercise and education classes;
- Records and reports on progress of individual patient's digital/IT experience during their engagement with the NHS programme for up to 6 weeks;
- Encourages the wider use of a range of technologies to promote both health and well-being;
- Works as part of a wider team and on their own initiative.

Works with the organisation to?

- Improve the health and wellbeing of patients with COPD;
- Keep records and support staff with information sharing and updates as required;
- Adopt a team spirit and recognises they work as part of a wider team;
- Report any concerns or need for additional support to the Project Coordinator;
- Attend an induction and any ongoing training required for the role;
- Adopt our values and treat everyone that comes into the service with dignity and respect.

Check out all our volunteering opportunities at <https://www.ageuk.org.uk/southampton/get-involved/volunteer/>

Skills, personal qualities, and practical requirements most suited to this role:

- Understanding of what the charity does, enthusiasm for the role and supporting older people;
- Proficient level of computer literacy and able to answer confidently on a range of IT subjects;
- Good spoken and written English, communication and listening skills;
- Reliable, patient and understanding and enjoys helping people;
- Ability to work on own initiative and as part of a team;
- Able to maintain professional boundaries and work within the role description;
- Able to work within our policies and procedures and treat any personal information in a sensitive, secure, and confidential manner.

How much time is involved?

15-45 minutes per session.

Expenses and Insurance:

We reimburse agreed out-of-pocket expenses for volunteers (e.g., travel costs) and insure you for the time you are volunteering with us.

Fully funded DBS for those volunteers undertaking home visits.

Training & Development:

- AUKS general and role-specific Induction and where possible, involvement with other areas of AUKS work to understand the range of activities provided;
- Specific training will be provided for volunteering as a Digital Champion;
- All Volunteers are required to always adhere to Age UK Southampton's policies and procedures, including, but not restricted to, safeguarding, lone-working and confidentiality policies.

Responsible to:

Inclusive Digital Transformation Project Manager

For more information, please contact Samantha.smith@ageuksouthampton.org.uk

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