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**Digital Explorers:**

**Volunteer Role Description**

**Overview**

An exciting and innovative project targeting digitally excluded older people by introducing them to the world of technology. The project supports older people improve their ability to access the internet and online services as well as improve their health and wellbeing plus reducing the impact/risk of loneliness and social isolation.

The service is delivered in partnership between Age UK Teesside and Redcar and Cleveland Council.

**Role**

We are seeking enthusiastic individuals who have an interest in technology and the skills to support people with digital upskilling. This will include teaching people the basics of navigating the internet and accessing online services, along with introducing people to social networks and helping them to digitally connect with family and friends.

**Responsibilities**

To provide 1:1 support to older people in accessing digital devices to improve access to the internet.

To assist clients in using devices to improve access to a variety of online services and information.

To report any concerns to line manager.

To observe Age UK Teesside policies and procedures and provide information for monitoring purposes.

To undertake suitable training to assist in your role.

**Skills and Knowledge**

* Volunteers should be patient and have an understanding nature.
* Volunteers require at least a basic but varied knowledge of using the internet and a variety of online services and technology applications.
* Volunteers should be reliable, non-judgemental and have good communication skills. Knowledge of issues affecting the client group and previous volunteering experience is desirable, but not essential. The ability to build good rapport and be respectful is essential.
* This role requires you to be able to work alone and unsupervised.

**Additional information**

A minimum commitment of 2 hours per week is required (which is flexible and can be worked around your other commitments). All volunteers will be supported by the Service Manager and offered additional training, re-imbursement of expenses and informal volunteer get-togethers.

This role requires a DBS check and 2 character references