

<p>Purpose</p>	<p>The world is becoming more reliant on online and digital services, as more and more things transition to online some older people are becoming more excluded.</p> <p>The purpose of a volunteer digital buddy is to help older people with their tech worries, this could be getting to grips with their mobile phones, helping someone to manage or identify junk mail, using apps etc. Our digital buddy service will help older people build confidence to engage with the digital world as they wish. You will provide simple and clear support to each service user in a safe and judgement free environment.</p> <p>The digital buddy service will provide 1-2-1 tech support in service users homes and community settings to help those 55+ make sense of all things digital.</p> <p>Our hope is that by offering free advice in people’s homes on their own devices we will be able to build skills and most importantly confidence.</p>
<p>Project Manager</p>	<p>Activities and Social Media Co-ordinator</p>
<p>Time Commitment</p>	<p>Approx 1hr a week for minimum of 6 months. We will contact our volunteers when we get digital support requests and you will be able to arrange the visit at a mutually convenient time for you and the older person.</p>
<p>Main Tasks of the Role:</p> <ul style="list-style-type: none"> • To provide support with a variety of tech issues- led by the needs of the client either in service users homes or community settings such as our Hub in Waltham Forest • Provide judgement free, clear, and concise advice and support the client’s needs through your visit • Identify any potential safeguarding issues and report appropriately • Ensure Covid measures are in place and followed accordingly <p>Skills required:</p> <ul style="list-style-type: none"> • Good communication with a friendly approachable manner and solution focused • Good listening skills • Reliable and committed to do at least 1 session a week • General knowledge on the benefits of using technology to assist with daily tasks and activities. • An interest and experience in general IT with a good understanding of Microsoft Office, social media, and online communication platforms • Ability to use and explain the use of the internet, wi-fi, iPads, smartphones (including android), and laptops. • Ability to travel around the borough to different clients’ home 	

What we expect from our volunteers

- For you to be committed and reliable
- For you to be aware of Health and Safety issues at all times
- For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy
- For you to attend a one-off induction

What the volunteer can expect from us

- You will receive an induction to the organisation and to your role
- You will be provided with training and ongoing support

DBS (formerly CRB) checks are required for Volunteer roles for one-to-one work with older people. We will arrange this for you if your role requires it and you will not incur any costs.

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