

Purpose	<p>The purpose of a Digital Buddy volunteer is to help older people with their tech worries - this could be answering questions about their mobile phones, helping someone to identify junk mail or getting to grips with using an app. Our Digital Buddy service aims to help older people build confidence with the digital world as a way to address digital exclusion – a growing problem in our ever-technical world.</p> <p>As a volunteer you would be providing 1-2-1 tech support to an older person. We are specifically looking for people who are happy to provide this service to housebound older people by visiting the client in their home.</p>
Project Manager	Activities and Social Media Co-ordinator
Time Commitment	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>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 in the service users home • 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.

Age UK Waltham Forest, Waltham Forest Resource Hub (North),
58 Hall Lane, Chingford, E4 8EU
Tel 0208 558 5512 Email info@ageukwalthamforest.org.uk
www.ageukwalthamforest.org.uk