

Volunteer Digital Champion Role

Introduction

Age UK West Sussex, Brighton and Hove enable older people to Love Later Life. Our aims are to promote the wellbeing of all older people; to make later life a fulfilling and enjoyable experience and to enable people to flourish.

Responsible to:

Digital Inclusion Outreach Worker

Based at: Brighton & Hove

The service

To provide personalised support to older people through the provision of 1:1 support and group workshops.

Main Responsibilities

1. Liaise with the Project Coordinator and Digital Outreach Worker to be matched with older people for whom the Volunteer Digital Champion is best placed to provide support (based on interests, skills and competencies and availability).
2. Understand the specific needs and goals of the individual engaging with support, including their existing confidence and skills.
3. Using pre-existing templates and resources, create personalised sessions plans for individual clients to support them to meet their goals.
4. Deliver 1:1 support and group workshops with older people to develop their digital skills and confidence. 1:1 support sessions may be regular and ongoing depending on the needs of the individual. Sessions and workshops are delivered in community settings or remotely over the phone or video call, for example.
5. Collect monitoring information from clients' sessions and share with the Project Coordinator as applicable.

	Technical Skills	Organisational Skills	Communicative Skills
Essential	<p>Good digital skills.</p> <p>Confident using different devices, including smart phones and tablets, laptops, and smart speakers.</p> <p>Knowledge of various IT packages and a wide range of popular applications.</p> <p>Confident delivering both group and 1:1 activities with older people.</p> <p>Good teaching skills, including the ability to create impactful session plans based on the needs of the client and using pre-existing templates as guidance.</p> <p>Ability to troubleshoot issues promptly as they arise.</p>	<p>The ability to organise session delivery to ensure that a client's goals are met in a timely manner.</p> <p>Excellent time management skills to ensure that sessions are delivered within the agreed timeframe.</p>	<p>Excellent communication skills.</p> <p>Excellent listening skills.</p> <p>Ability to relay information and instructions in a clear, accessible, relevant and personable way.</p> <p>Ability to work with learners with different levels of knowledge and skill.</p> <p>Ability to be empathetic in a group to people's individual needs.</p> <p>Ability to maintain confidential communication where applicable.</p>
Desirable	<p>Confident using both Apple and Android devices.</p>		

Behaviours and Values	<ul style="list-style-type: none"> • Willingness to understand the issues and barriers affecting older people and those around them, specifically with regards to digital skills. • An open-minded approach to individuals, avoiding judgement and stereotyping. • Enjoy working with others. • A commitment to and understanding of equal opportunities. • Honest and reliable. • Patient and understanding.
------------------------------	---

How will we support you

You will be provided with induction training and be shown how to work to guidelines to be sure you are confident and able to carry out your volunteer role. Induction training will cover an introduction to Age UK West Sussex Brighton & Hove and its' services, policies and procedures. All relevant training will be free to volunteers. You will receive on-going support and training to carry out your role effectively and be able to enjoy doing so with confidence.

What will you get out of volunteering for Age UK West Sussex, Brighton & Hove

Meeting others, having fun and a sense of fulfilment. If you are looking for a job we can give you some experience whether you have worked in this setting before or not. We will train you so you will gain knowledge of working in a charity sector and that will help you in your search for a job. We can also give you a written reference.

Volunteer Agreement

I have read and understood the above Role Description and would like to become a volunteer for this service.

Signature.....

Date.....