



Volunteer Role Description - Digital Champion

Summary:

Digital Champions are volunteers who give digital skills training to people who are either offline or who have limited digital skills. This is typically 1:1 but may also include group sessions. Digital Champions are not IT experts but rather, have a keen interest in digital opportunities.

Organisation Summary

ReConnect Gloucestershire supports people affected by Stroke, Dementia, Aphasia, and other long term health conditions to connect with each other either face to face or through online communities. We facilitate a peer befriending scheme and peer support groups across Gloucestershire to help reduce social isolation and build the confidence and self-esteem.

Digital Champion Volunteer Main Duties:

This is a voluntary role to support clients have been referred to ReConnect as they fulfil the above scope.

We ask that Digital Champions are:

- able to use computers, tablets and smartphones to search the internet safely
- enthusiastic about the positive effect that technology can bring to someone's life
- sociable, personable, approachable, reliable, adaptable and patient
- able to explain technology in simple terms
- understanding and accommodating of people's interest and motivations for learning

Typical Support may be (but not limited to):

- Advise, coach and support people to get online to do day to day tasks
- Advise, coach and support people on how to access online groups, including our own

- Provide assistance and troubleshooting support which could include, but not limited to, different digital devices such as tablets, mobile phone and laptops.
- Support people to become more independent in the use of digital technologies i.e. build longer term skills.
- Coach basic cyber security such as dos and do nots
- Handle all information concerning clients and ensuring all data processed or held as part of the role, is done so strictly in accordance with your organisation's data management policies and procedures.

Other desirable attributes:

- a good sense of humour and willing to have fun
- effective communication skills
- Good knowledge of the main social media in common use

How much time is involved?

Varied - ideally volunteers will be able to offer 1-2 hours per week

Location

Remote and face to face within Gloucestershire

What can you expect from us?

Volunteer Expenses

We can pay mileage for your journey should you use your own transport or reimburse public transport costs. Receipts and a claim form will need to be completed and submitted each week. Mileage to be claimed at 50p/mile.