



## 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**.