

Becoming a Digital Champion Volunteer

This volunteer position helps Age UK Devon to provide opportunities for older people to learn IT skills in a safe and supportive way. The role involves providing personalized support to older people through the provision of one-to-one and group coaching in community settings or in an older person's home.

Your volunteering responsibilities:

- Liaising 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).
- Understanding the specific needs and goals of the individual engaging with support, including their existing confidence and skills.
- Using pre-existing templates and resources, create personalised sessions plans for individual clients to support them to meet their goals.
- Delivering 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.
- Collecting monitoring information from clients' sessions and share with the Project Coordinator as applicable.

The skills required for this role are:

- Good digital skills.
- Confidence using different devices, including smart phones and tablets, laptops, and smart speakers.

- Knowledge of various IT packages and a wide range of popular applications.
- Confidence to deliver both group and 1:1 activities with older people.
- 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.
- Ability to troubleshoot issues promptly as they arise.
- Ability to organise session delivery to ensure that a client's goals are met in a timely manner.
- Excellent time management skills to ensure that sessions are delivered within the agreed timeframe.
- Excellent communication skills.
- Excellent listening skills.
- Ability to relay information and instructions in a clear, accessible, relevant and personable way.
- Ability to work with learners with different levels of knowledge and skill.
- Ability to be empathetic in a group to people's individual needs.
- Ability to maintain confidential communication where applicable
- Confident using both Apple and Android devices.

Behaviours and Values

- 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.

Training:

Full training can be provided to all volunteers and will include computers skills, presentation skills, training on how older people learn and working with older people.

Learning resources and template documents for use at sessions provided.

Suggested hours:

As and when required and agreed.

Location:

We will agree an area you are willing to travel to and work in.

Expenses:

Age UK Devon will repay agreed expenses (bus tickets, etc.) on production of receipts, so that you are not out of pocket. Travel expenses will be paid on a mileage basis for all authorised journeys undertaken.