



Digital Champion Volunteer Role Description

Introduction

In an increasingly digital age, those who are not engaging effectively with the digital world are at risk of being left behind. Technological change means that digital skills are increasingly important for connecting with others, accessing information and services, and meeting the changing demands of the workplace and the economy. This is leading to a digital divide between those who have access to information and communication technology and those who do not, giving rise to inequalities in access to opportunities, knowledge, services, and goods.

PCrefurb digital training exists to help people overcome those barriers. PCrefurb is currently funded to deliver digital skills training across Tameside and the High Peak in several community venues and the support that we offer benefits greatly from the contribution of Digital Champions.

Our strategy for Digital Training

This digital training is delivered in small groups, lasting for one or one-and-a-half hours, each led by a staff member, and supported by Digital Champions. It is the Digital Champion's role to gently come alongside people and assist them to get the hang of unfamiliar skills in a calm and gentle manner, respecting that we all learn in different ways and at a different pace. At times, this takes a great deal of patience, to allow the learner to make mistakes, show them again, and reassure them that they will get there. It can be frustrating at times, but very rewarding when helping someone achieve something they never thought was possible for them.

Equipment for venues and clients if needed is available. We can provide SIMs or mobile hotspots for clients who do not have broadband.

What is a Digital Champion Volunteer?

- Someone who is over 18 years of age, reliable, patient and can support people to become more confident in using devices and accessing online services.
- Someone with good digital skills and a readiness to learn.
- Someone who can give regular time (a minimum of 90 minutes per week).
- Someone who will work with people from a diverse range of circumstances and backgrounds.

What we can offer you

- We will train you and provide you with all the tools that you will need to carry out the role.
- We will provide continual support to you and help you develop your volunteer skills.
- Volunteering brings many benefits to your own life, such as an opportunity to make new friends, improved mental and physical health and a chance to develop your job skills and prospects.



3-2-2024



Additional Information

Volunteers will undertake an induction process this will include:

- An opportunity to attend a taster Digital Training Group session.
- A Digital Champion training session either online or via zoom (approx. two hours).
- Reference received.
- DBS Basic check.
- Completion of Participation Agreement.
- Issue of I.D. badge.

If necessary, a device may be loaned from PCrefurb during your volunteering. Equipment will remain the property of PCrefurb and must be returned in its original condition at the end of the volunteering period.

If requested, travel expenses incurred will be reimbursed.



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