



# Volunteer Role Description

## DIGITAL CHAMPION VOLUNTEER

<b>Name of project</b>	Staying Connected (Hertfordshire-wide project)
<b>Role title</b>	Digital Champion
<b>Organisation</b>	Community Voluntary Services for Broxbourne and East Herts (CVSBEH), Nigel Copping Community Building, 88 Sanville Gardens, Stanstead Abbots, Hertfordshire, SG12 8GA
<b>Contacts</b>	Staying Connected Manager: Susan Lankester <a href="mailto:susan@cvsbeh.org.uk">susan@cvsbeh.org.uk</a> CVSBEH Volunteer Coordinator: Claudia Bird <a href="mailto:volunteering@cvsbeh.org.uk">volunteering@cvsbeh.org.uk</a> or phone the CVSBEH office: 0300 123 1034
<b>Why volunteer with CVSBEH?</b>	CVSBEH is the essential link to empowering our community groups, building local partnerships and improving residents' lives. We provide a diverse range of services to develop, enhance and empower voluntary and community groups to effectively serve their communities, including projects like Staying Connected. Volunteering is a great way of supporting these worthwhile causes. You will gain valuable skills, meet new people and make and a noticeable difference in their lives.
<b>Who benefits?</b>	As part of our County-wide Staying Connected Project, we are looking for Digital Champions. A 'Digital Champion' is someone who supports family, friends, colleagues, customers or anyone in their community to enjoy all the benefits that basic digital skills can bring. The main focus of this project is to help those that are most excluded from support services and social circles resulting from a lack of digital ability. Our Digital Champions work with a wide range of people and by becoming a Digital Champion you will discover great ways to make a positive contribution in our community.
<b>Purpose</b>	To support people who want to find out more to gain confidence using digital technology (computers, tablets and smartphones) and the internet.
<b>Skills, experience and qualities needed</b>	You don't need to be an IT whizz to become a Digital Champion, you just need confidence, enthusiasm and a bit of spare time to help people realise the benefits of using digital technology.  As a Digital Champion, you'll need



	<ul style="list-style-type: none"> <li>• The ability to confidently use a range of digital technologies such as PCs, laptops, smart phones and tablets.</li> <li>• The ability to perform varied tasks including searching the Internet, writing and sending e-mails and using social media, e.g. Facebook, Twitter, YouTube.</li> <li>• The ability to share these skills with others, helping them to learn at their own pace</li> <li>• You'll also need a satisfactory DBS certificate, the cost of this will be covered by CVSBEH.</li> </ul> <p>We are looking for people who:</p> <ul style="list-style-type: none"> <li>• Are good listeners with excellent communication skills and the ability to explain things in simple terms.</li> <li>• Can be sensitive to people's interests and motivations for learning.</li> <li>• Will be approachable and presentable with an ability to empathise with diverse groups.</li> <li>• Are reliable and well-organised.</li> <li>• Have a good sense of humour and willing to have fun.</li> <li>• Can gain a good knowledge of the organisation you are volunteering for</li> <li>• Have the ability to work effectively and supportively as a member of the CVSBEH team</li> <li>• Willingness to maintain confidentiality on all CVSBEH matters – You must not discuss clients or other volunteers while volunteering for CVSBEH</li> <li>• Non judgmental</li> <li>• Able to identify and raise safeguarding concerns you may be presented with during the course of your work.</li> <li>• Good interpersonal skills.</li> <li>• A flexible approach and willingness to work as part of a team is desirable.</li> <li>• An ability to work independently, asking for clarification when needed.</li> <li>• We encourage applications for this role from people of all backgrounds. We would love to have interest from ethnically diverse communities and those with lived experience of disability.</li> </ul>
<p><b>When?</b></p>	<p>Very flexible role depending on the exact setting for teaching digital skills (see below "Where?"). The ability to commit at least one day per month would be ideal.</p>



<b>Where?</b>	<p>The Staying Connected Project delivery takes place in a number of settings. It is possible for you to volunteer as a Digital Champion:</p> <ul style="list-style-type: none"> <li>• Remotely (from home / over the telephone / over video chat)</li> <li>• Within group learning sessions in the community</li> <li>• On a one-to-one basis in clients' homes (lone worker training will be required and lone working policies will apply)</li> </ul>
<b>Support offered</b>	<ul style="list-style-type: none"> <li>• Full training and support will be given</li> <li>• A named staff member will be assigned to manage and support you in the course of your volunteering work for CVSBEH</li> <li>• You will be given the opportunity for regular check-ins with this key contact who will look after any needs you have, keeping track of your own progress, skill development and goals</li> <li>• All volunteers will be given a full induction when starting their volunteering</li> <li>• Expenses will be covered according to our volunteer agreement (costs of travel and parking, meal expenses, essential specialist equipment, cost of childcare)</li> </ul>
<b>What could volunteers get out of it?</b>	<p>This is a rewarding role for volunteers who enjoy meeting new people and administering valuable support within the community. CVSBEH can provide a reference which can improve your career prospects. We want to ensure that anyone volunteering within the CVSBEH finds their role rewarding and we strive to provide an enjoyable volunteering experience.</p>
<b>Other information</b>	<p>Further information on:  <a href="https://www.digitalchampionsnetwork.com/content/learn-share-change-lives">https://www.digitalchampionsnetwork.com/content/learn-share-change-lives</a>          Follow us on twitter: @cvsbeh</p>