Digital Champion Volunteer Role Description

Where required:
Volunteers are needed in various different community areas across Wiltshire to help support local people get online.

When required:
This opportunity will run until March 2016. Tasks can be undertaken at a time that's convenient to both the volunteer and the learner.

Areas of interest:
Adult learners, elderly people, people with disabilities, computers, technology, community support

Type of activity:
Volunteers will be offering informal advice, information and support to adults in their local community who either want to get online and learn how to use a computer for the first time, or improve their confidence with the basics. Volunteers will also be asked to help promote this service in their community by putting up posters and leaflets in suitable locations, e.g. doctors surgeries, church halls, local notice boards. All such promotional material will be provided by the Wiltshire Online team.

The majority of our digital champions work with learners on a one-to-one basis. They tend to meet in a public venue such a library, WiFi enabled café, pub or community hall, or in the learner's own home. Other digital champions prefer to set up and work with a small group of adults. Again, libraries or WiFi enabled community halls are popular venues for group activities.

Whichever approach you choose, you will need to be adaptable and ideally confident with a range of different technologies. For example, you might need to support a learner with their own laptop or desktop, use the public computers in a library, or help someone with their tablet, e-book reader or smartphone. You don't need to be an expert in all these technologies, but a general awareness of what each can do would be useful.

Recruitment method:
Application form, CRB check, informal discussion, trial period

Description:
Wiltshire Online has made a commitment to help at least 6,000 adults across Wiltshire get online by March 2016. To help us deliver this promise, we're recruiting a large team of Digital Champion volunteers across Wiltshire. As a volunteer, we'll be asking you to help people from your local community learn the basics of computers and the internet by offering them one-to-one or group support in a relaxed, informal environment. You can do as many or as few hours a week as you wish – the most important thing is that you're making a difference to people's lives.

As a digital champion, you will use a number of online resources and call on your own personal experiences to:

- Help adults learn the basics of computers, e.g. switching on, using the mouse and keyboard, searching the internet, sending and receiving email
- Offer informal advice on the basics of e-safety, e.g. guarding against identify theft, phishing and scamming
- Act as an advocate of the benefits of being online
- Promote the digital champion service within your local community, using materials provided by Wiltshire Online
- Locate and book appropriate venues for one-to-one or group activities where required
- Offer a warm, friendly and reliable service to all learners, regardless of age, background or ability
- Keep an accurate record of your volunteering activities and share this with the Wiltshire Online team every month
- Communicate regularly with the Wiltshire Online staff and / or volunteer coordinator as appropriate
- Attend training provided by Wiltshire Online as and when required
- Promote the work of Wiltshire Online through signposting to www.wiltshireonline.org

If you have the necessary skills, you may also get the opportunity to:

- Introduce adults to a range of social media to help them keep in touch with friends and family, e.g. Facebook, Twitter, YouTube, LinkedIn
- Offer support in the basics of key software, e.g. Microsoft Word, Picasa
- Help set up computer hardware and software for a learner
- Offer impartial advice on purchasing computer equipment and digital technology, e.g. laptops, smartphones, digital tablets, hardware and software etc.
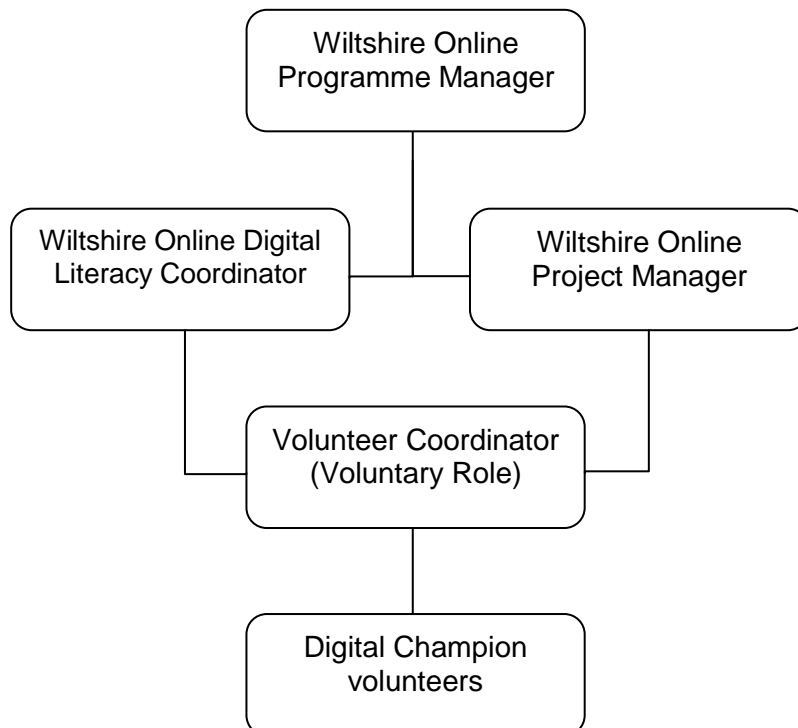
Skills and Qualifications:

Essential	Desirable
- Able to use computers, search the internet and use email confidently - Enthusiastic about the positive effect that technology can have on someone's life - Sociable and personable - Patient - Understanding and accommodating of people's interests and motivations for learning - Able to empathise with diverse groups - Approachable and presentable - Reliable and well-organised	- Confident in a range of digital technologies, e.g. smartphones, digital tablets, digital cameras - Confidence in using social media, e.g. Facebook, Twitter, YouTube, LinkedIN - Experience of teaching adults, particularly older people - Experience of using both PCs and Macs

- Good sense of humour and willing to have fun
- Excellent communication skills
- Able to explain technology in a simple, clear way
- Able to travel to a variety of local venues, e.g. learner's house, community hall etc.
- Willing to act as an advocate of the Wiltshire Online programme

Details:

Disabled Access:	Variable, depending on venue
Equal Opportunities Policy:	Yes
Expenses:	Yes
Health and Safety Policy:	Yes
Induction:	Yes
Insurance Cover:	Yes, but this does **not** cover personal belongings
Support Available:	Yes
Training:	Yes

Structure:

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              │  Wiltshire Online     │
              │  Programme Manager    │
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│ Wiltshire Online     │       │ Wiltshire Online     │
│ Digital Literacy     │       │ Project Manager      │
│ Coordinator          │       │                      │
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           └──────────┬──────────────────┘
              ┌────────────────────┐
              │ Volunteer Coordinator │
              │ (Voluntary Role)      │
              └──────────┬──────────┘
              ┌────────────────────┐
              │ Digital Champion    │
              │ volunteers          │
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Safeguarding:

Wiltshire Council is committed to safeguarding and promoting the welfare of Children, Young People and Vulnerable Adults. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern either the Council's agreed Child Protection procedures or the Policy and Procedures for Safeguarding Vulnerable Adults in Swindon and Wiltshire, will be followed, alongside implementation of the Council's Disciplinary Procedure

Further information:

To find out more about this volunteering opportunity or to apply online, please visit the volunteers pages of the Wiltshire Online website: www.wiltshireonline.org

Any further enquiries should be directed towards the Wiltshire Online team:

Digital Literacy Coordinator
Wiltshire Online
Wiltshire Council
Professional Development Centre
3 Lancaster Park
Bowerhill
Melksham
SN12 6TT

Email: digitalinclusion@wiltshire.gov.uk
Tel: 01225 793349