

## Digital Champion Volunteer Role Description

### About the Role of Digital Champion

A Digital Champion can be anyone who is willing to support others who are digitally excluded (or at-risk of digital exclusion) by helping them with their digital confidence, as well as their digital skillset.

You don't need to be a technical genius; however, you will need to have a broad knowledge of the internet and technology.

### Role Responsibilities

Digital Champions will be helping people to learn the basics to use computers, e.g. switching on, using the mouse and keyboard, searching the internet, sending and receiving email etc. You will also advise on the basics of e-safety, e.g. guarding against identify theft, phishing and scamming.

- Basic internet searching.
- How to fill in online forms.
- Help setting up online accounts and emails.
- Sign up and use financial sites.
- Use job search sites.
- Using price comparison websites.
- Showing someone how to access public services.
- Helping someone use online GP booking service.
- Setting up online meetings (e.g. ZOOM and MS Teams).
- Show someone how to use their phone, tablet, laptop or other digital devices.
- Act as an advocate of the benefits of being online.
- Promote the digital champion service within your local community, using materials provided by Brent Carers Centre
- 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 Brent Carers Centre team.
- Communicate regularly with the Brent Carers Centre staff and / or volunteer coordinator as appropriate.
- Attend training provided by Brent Carers Centre as and when required.
- Promote the work of Brent Carers Centre and signposting to our services.



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, Instagram, YouTube, LinkedIn etc.
- Help set up computer hardware and software for learners
- 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
<ul style="list-style-type: none"> <li>▪ Basic knowledge of smart phones, tablets and laptops.</li> <li>▪ Comfortable using the internet.</li> <li>▪ Good communicator.</li> <li>▪ Patient.</li> <li>▪ Have a few hours to help people.</li> <li>▪ Confident, Sociable and personable.</li> <li>▪ Able to empathise with diverse groups.</li> <li>▪ Approachable and presentable.</li> <li>▪ Reliable and well-organised.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Confident in a range of digital technologies, e.g. smartphones, tablets, laptops &amp; digital cameras.</li> <li>▪ Confidence in using social media, e.g. Facebook, Twitter, YouTube, LinkedIN etc.</li> <li>▪ Experience of teaching adults, particularly older people.</li> <li>▪ Experience of using smart phones, tablets, and PCs.</li> </ul>

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