

Digital Champion Volunteer Role Description

What is a Digital Champion?

Digital Champions are an important part of Intact's "Digital Inclusion project" which aims to help our service users to access and use the internet and experience the benefits of life online.

What does a Digital Champion do?

As a Digital Champion you'll support service users to learn the basics of computers and the internet in a relaxed, informal environment. You'll offer advice, information and support to local adults who want to get online and learn how to use a computer for the first time, or improve their confidence with the basics.

We try not to be too prescriptive, as each volunteer will contribute in their own way. A Digital Champion might:

- Help service users learn the basics e.g. teaching someone how to use Google, use the mouse and keyboard or set up an email account.
- Help service users understand the benefits of getting online e.g. showing them how to search or apply for a job online, shop and bank online or use Skype to connect with family and friends.
- Assist training providers during sessions by giving extra support to learners, and supporting service users during IT open-access drop-ins.
- Act as an advocate of the benefits of being online.
- Offer informal advice on keeping safe online e.g. guarding against identity theft, phishing and scamming

- Promote the Digital Champion Programme and sessions, using materials provided by Intact.

All Digital Champions will:

- Sign in/out at reception and in the BLUE folder and wear an ID badge
- Set up the computers; gather the service users' folders and any special needs equipment before the start of the session
- Ensure service users records are kept up to date after each session
- Keep an accurate record of volunteering activities.
- Communicate regularly with Steph and other volunteers
- Attend all mandatory and Digital Champion training session, plus sign up for the UK online to gain an understanding of the course contents.
- Complete the Digital Champion Certificate
- Attend regular tutor meetings.
- Use the BLUE volunteer folder.
- Encourage service users to finish the online basic in a reasonable time frame
- Ensure the safety and wellbeing of the service users
- Discourage eating and drinking in the IT suit
- Be prompt for sessions and contact the centre if you are going to be late or unable to attend

Times of sessions:

- 09.00 till 12.30 to allow for the preparation of IT suit and service users folders

What skills and personal qualities should a Digital Champion have?

Our Champions need to be:

- 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 of people's motivations for learning.
- Able to empathise with diverse groups.
- Reliable and well-organised.
- 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.
- Willing to act as an advocate of the Digital. Champions for Intact

Some Champions may have (but it's not essential):

- Knowledge of all Operating Systems (including Windows 8)
- Confidence 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.
- Experience of using both PCs and Macs.