

## Volunteer Digital Champion Role Description Pack

**Reports to:** Volunteer and Project Manager and Community LINK Worker

*"I can't tell you how excited I am about learning all this technology, and how pleased I am with the support I am getting from the Digital Champion!"*  
Learner, April 2021

Healthwatch Islington's volunteer Digital Champions are helping people gain new skills around digital technology to improve their wellbeing and increase their confidence in using the internet. Since 2017 we have supported over 700 residents. Our volunteers have worked with a wide range of residents, including older people with long-term health conditions, parents, and people living in supported accommodation. 80% of the residents taking part said that they were now better able to look up information online relating to their own health conditions. Two-thirds reported increasing their knowledge of managing an email account.

During the Coronavirus pandemic we were not offering face-to-face support and instead have been offering digital support via phone or video chat. We have recently re-started face-to-face sessions with social distancing measures in place and are looking to run these more, as guidelines allow. We are offering clients one-to-one support for up to 3 one-hour sessions. We also hold regular online 'drop ins' on Zoom to continue the support for those who have already completed their one-to-one sessions with a Volunteer Digital Champion.

Project aims to help individuals:

- Learn how to do more with their smartphone or tablet
- Get help to set up an e-mail account
- Learn how to find information online safely to help them manage their long term health condition
- Find free or low cost classes and activities locally
- Learn how their smartphone or tablet can help them become more physically active

You can find out more about our Digital Offer here -

<https://www.healthwatchislington.co.uk/digital-inclusion>

Healthwatch Islington is a Charitable Company Limited by Guarantee. It was set up in February 2013. It is led by a Board of Trustees, has a staff team made up of five people and a volunteer team of around 20.

The organisation exists to influence health and care commissioning in and around Islington and to provide local residents with information about local services and their rights to access those. Our organisation is committed to challenging inequality and discrimination, in the work we deliver, and within our own

practices. We strive to be inclusive and are taking steps for our staff, board and volunteer team to reflect the diversity of Islington

We are part of a network of Healthwatch organisations across England.

### **The role of the Digital Champion Volunteer:**

We are looking for people who are friendly, patient and are confident using a smartphone, tablet or computer to access the internet.

A Digital Champion is someone who helps others to understand the benefits of being online and can spend some time showing them how.

*Digital Champions will be involved in activities like:*

- Teaching someone to use Google or another web browser
- Showing a beginner how to set up an email account
- Helping someone to use the internet to find information about improving their health
- Explaining computer terms and internet jargon

### **Role Specification**

- We will require you to complete a DBS and provide two references for this role.
- Attend training and workshops throughout the life of the project
- Encourage others to get online
- To volunteer within 9am to 5pm, Monday to Friday supporting people one-to-one and within drop in sessions both online and in person (where safe and appropriate).
- To live in Islington or within an easy journey to Manor Gardens (N7) for in person activities
- Communicate how to use digital technology with diverse groups of people
- To attend any de-briefing meetings.
- To have a good knowledge of Android and/ or apple operating systems across smartphones, tablets and computers.
- To take part in follow-up sessions or one to ones.
- To complete the evaluation with clients after sessions and provide Healthwatch Islington with feedback.
- To contribute to the development of the Log On project via taking part in evaluation.
- To raise any safeguarding concerns with the staff team in line with the Safeguarding Policy enclosed in the Volunteer Handbook.
- We work with a wide range of residents across our diverse ethnic minority communities and would welcome applications from people with language

skills (especially the following, Greek, Turkish, Kurdish, Arabic, French, Eritrean, Tigrinya, Amharic and possible Spanish and Portuguese).

#### **Personal specification:**

- Use the internet confidently for everyday services and information
- Have some knowledge of digital technology and the ability to confidently use the internet.
- Good interpersonal skills with the ability to work within a team.
- The ability to explain things clearly and listen to people from all walks of life without discrimination.
- Understanding of the importance of confidentiality and ability to respect this at all times.
- The ability to comfortably use a device to virtually support clients.
- Have reliable access to the internet at home.
- Availability to support at least one client through weekly hour-long sessions.

#### **Benefits of the role:**

- Access to Healthwatch Islington training
- Access to wider Digital Champion network and further digital training.
- Supervision and support in the role
- We can provide you with a reference at the end of the project if you have met the requirements listed above
- According to other Digital Champions, the role is “fun and rewarding” and our volunteers tell us they feel valued.
- We run coffee mornings to share experiences and provide support with other Digital Champions.

#### **Time commitment required:**

This role will require a commitment of at least one hour of one to one support per week, as well as a two hour drop in session each month. This role will also require availability for training prior to the first session. We also require at least four months commitment to the role.

**We are planning on running induction and training sessions on the 11<sup>th</sup>/12<sup>th</sup> of October and the 25/26<sup>th</sup> of October 2021. Please make it clear on your application form if you are unable to make these dates.**

**How to apply:**

All applicants should complete and return the Healthwatch Islington Volunteer Application Form. You can do this by email to:

Jeni Kent, Volunteer and Project Manager  
[Jennifer.kent@healthwatchislington.co.uk](mailto:Jennifer.kent@healthwatchislington.co.uk)

If you need support completing the application form, you can call Jeni on 07538 764457

If you have any queries about the role or application process, please do not hesitate to call or email Jeni Kent for further information.

Thank you for expressing your interest in joining Healthwatch Islington's team.