

## Southwark Pensioners Centre



### Name of role:

#### Digital Champion volunteer

### Purpose of the role:

To promote and encourage the use of ICT amongst older people by:

1. Supporting members and users to learn the basics of computers and the internet in a relaxed, informal environment.

### Mission

We support older people to lead fulfilling lives improving their health, well being and quality of life. We promote the development of an inclusive community in Southwark in which older people support each other, are independent, active and in touch.

### What will I do?

1. You'll offer advice, information and support to members and users who want to get online and learn how to use a computer for the first time, or improve their confidence with the basics.
2. Tasks could include some or all of the below:
  - a. 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.
  - b. 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.
  - c. Assist training providers during sessions by giving extra support to learners, and supporting service users during IT open-access drop-ins.
  - d. Act as an advocate of the benefits of being online.
  - e. Offer informal advice on keeping safe online e.g. guarding against identity theft, phishing and scamming

### Who will I work with?

1. Members and users
2. The Centre Manager as your main contact and supervisor
3. Other SPC staff and volunteers

### How much time will I need to give?

1. We are asking for a minimum commitment of half a day a week for six months.

### What do I need to do this role?

1. Be friendly, helpful, kind and caring
2. Be able to treat people with dignity, empathy and respect

	<ol style="list-style-type: none"> <li>3. Be able to understand and respect the personal values, culture and beliefs of members and service users</li> <li>4. Able to work as part of a small team</li> <li>5. Be well organised and have good admin skills</li> <li>6. Experience of using a computer and knowledge of Microsoft applications</li> <li>7. Be punctual, polite and reliable</li> </ol>
<p><b>Are there any other requirements?</b></p>	<ol style="list-style-type: none"> <li>1. As you will be working with vulnerable older people, we will take up two references and an enhanced DBS check (data barring service). (This is not required if you just volunteer at the centre or work under direct supervision outside the centre at a user's home).</li> <li>2. We ask you to attend an induction, role related training, and to come to a volunteer get together every three months or so.</li> <li>3. We also ask you to sign a volunteer agreement about your voluntary work, abiding by our policies and your hours.</li> <li>4. We sign it too setting out our commitment to support and develop you.</li> </ol> <p><b>Role specific:</b></p> <ol style="list-style-type: none"> <li>1. Digital Champion training</li> </ol>
<p><b>What will I get out of it?</b></p>	<ol style="list-style-type: none"> <li>1. You will gain the personal satisfaction of knowing that you are making a significant difference to the lives of older people helping them to be as healthy, as active, as independent and as connected to their communities as possible.</li> <li>2. You will meet new people and try new things</li> <li>3. You will learn new skills and be part of a team</li> <li>4. You will have fun!</li> </ol>
<p><b>What support will be available to me?</b></p>	<ol style="list-style-type: none"> <li>1. We will offer you a general induction about volunteering at Southwark Pensioners Centre and training and support about the role itself.</li> <li>2. A named supervisor</li> <li>3. We will also offer you the chance to meet the other volunteers every three months to share your experiences, give us feedback and find out more about what's going on at the centre.</li> <li>4. We will make sure you work in a safe environment</li> <li>5. Reimburse reasonable expenses in line with our expenses policy</li> </ol>