

Volunteer Digital Champion Role Description

Reports to: Information and Engagement Manager

The Log On project is run by Healthwatch Islington and is aimed to support people as they learn new ways of using their smartphone or tablet to improve their wellbeing and increase their confidence in using the internet. So far the project has hosted workshops in partnership with local BME community groups and supported people to gain new skills around digital technology.

This part of the project will run from September 2018 to the end of February 2019 and the role will involve supporting the Information and Engagement Manager to run 3 to 4 digital workshops across the borough, supporting those who are isolated to use digital devices to increase their wellbeing.

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 to help them manage their long term health condition
- Find free or low cost classes and activities locally
- Learn how their phone can help them become more physically active

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 six people and a volunteer team of around 25.

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. It is 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

- Attend training and workshops throughout the life of the project
- Encourage others to get online
- Communicate how to use digital technology with diverse groups of people
- To attend any de-briefing meetings.
- To take part in follow-up sessions or one to ones.
- 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're especially keen to recruit individuals with language skills

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 travel around the Borough.
- Able to commit at least 10 days for training and visits during the life of the project.

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.

Time commitment required:

Workshop dates to be confirmed. This role will also require availability for training prior to the first workshop.

How to apply:

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

Maria Gonzalez

Information and Engagement Manager, Healthwatch Islington.

0207 832 5828

200a Pentonville Road, Islington, London, N1 9JP.

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

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