

Digital Champion Roles

A BRIEF OUTLINE OF VOLUNTEER POSITIONS



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WHAT IS A DIGITAL CHAMPION?

Digital Champions are volunteers who give digital skills training to people who are either offline or who have limited digital skills. Digital Champions make a huge difference to the community and organisations.

Digital Champions are not necessarily IT experts but they do have a basic understanding of how to stay safe online, and are comfortable working with learners to help them with learning basic online skills such as:

- how to use Google
- ways to send a message on a smart phone
- setting up an email account
- ordering a prescription or
- booking onto an online Zoom class

AGEUK B&NES KEY CONTACTS

Digital Inclusion Project Lead

- digital@ageukbanes.co.uk

Click Cafe

- clickcafe@ageukbanes.co.uk

Website

- bit.ly/AgeUKBANESDigital

CLICK CAFE VOLUNTEER

Hours of Commitment: 2 - 8 hours a month

Location: St Michael's Centre (Central Bath)

Frequency: Every Wednesday morning, 10 - 12

Description:

Click Cafe is a weekly event that runs every Wednesday morning, 10am - 12pm. As a Click Cafe volunteer, you would be dealing with a maximum of two attendees a session. Each attendee books in advance for a one hour one-to-one session with a Digital Champion.

There is no set 'theme' for the Click Cafe, and attendees are welcome to bring any and all of their own digital devices. Our most common queries are things like how to send emails, do online shopping, set up and use social media accounts, and understand smart phone basics.

PLEASE NOTE: We are also keen to establish regular Click Cafes in other towns in Bath and North East Somerset. If you can help with this, please get in contact.

TABLET LOAN SCHEME VOLUNTEER

Hours of Commitment: 2 - 4 hours a month

Location: Across BaNES as needed (local to you)

Frequency: Usually once a fortnight

Description:

Our tablet loan scheme is designed to provide internet access to those who have neither a device nor an internet connection at home. It helps support some of the most isolated older people in our community.

As a Tablet Loan Scheme volunteer, you will be assigned one or two Tablet Loan Scheme participants, and be there to support them as they learn how to use their loan devices, and to show them the potential benefits of getting online. This role may involve some travel (as some participants may be house bound or in other locations in BaNES) but we will always try to match you with someone nearby, and we cover travel costs.

HOME VISIT VOLUNTEER

Hours of Commitment: 1 - 5 hours a month

Location: Across BaNES as needed (local to you)

Frequency: Between once a week to once a month

Description:

Some members of our community are less able to get out and about than others, and therefore prefer home visits. These are also often the people who might benefit the most from getting online.

This is a great role for anyone who is happy to work alone (after undertaking our safeguarding, lone working, and boundaries training), enjoys building relationships on a one-on-one basis rather than in a group, and who prefers to volunteer on a much more flexible and autonomous basis; conducting visits in your local area when it suits you and the older person.

PLEASE NOTE: Home visit volunteers are in great demand. If you think you can help, please get in touch!

DROP IN SESSIONS VOLUNTEER

Hours of Commitment: 2 - 8 hours a month

Location: Across BaNES as needed

Frequency: Between once a week to once a month

Description:

As we work to expand our Digital Inclusion initiative across BaNES, we are rolling out a number of drop-in sessions at various locations.

Drop In Session volunteering is great if you are happy to work alone, and have your own stuff you can be getting on with on your laptop - as sometimes no one turns up to a session, whilst at other times you might have a queue! This is also really valuable in terms of increasing our visibility in local communities.

EVENTS & ENGAGEMENT VOLUNTEER

Hours of Commitment: Varies month to month

Location: Across BaNES as needed

Frequency: Varies month to month

Description:

If you're comfortable with more ad-hoc volunteering and enjoy engaging with people at events, this role might suit you!

We frequently set up awareness stalls in places like supermarkets or attend community events and coffee mornings to promote our services. As a new project, many people aren't aware of us, so these events are often last-minute.

MEET & GREET @ CLICK CAFE VOLUNTEER

Hours of Commitment: 8 hours a month

Location: St Michael's Centre (Central Bath)

Frequency: Every Wednesday morning, 10 - 12

Description:

Join us at Click Cafe, a weekly Wednesday event in central Bath from 10am to 12pm, where our Digital Champion volunteers assist older individuals with technology. We need a friendly Meet and Greet volunteer to:

- Welcome guests
- Serve tea, coffee, and biscuits
- Engage in friendly conversation while they wait
- Handle payments and book future appointments

This role is perfect for those who enjoy socialising, can spare a couple of hours on Wednesday mornings, and possess organisational skills.

YOU DON'T HAVE TO CHOOSE JUST ONE - IF MULTIPLE ROLES APPEAL TO YOU, WE CAN COMBINE THEM AND YOU CAN DO A LITTLE OF EACH!