



## Volunteer Digital Champion - Role Description

Volunteer Digital Champions support and inspire older people to enjoy all the benefits that digital skills can bring.

Digital Champions engage with older people in one to one and/or group workshops to develop their digital skills and confidence online, in a relaxed, informal environment. One to one sessions may be one-off, or regular and ongoing, depending on the needs of the individual.

### Where does it take place?

- Community settings such as Age UK Leeds Hub, community halls or spaces
- Older people's homes
- Remotely, via video call or telephone

They provide person-centred support which is learner-led.

Anybody over the age of 18 can be a Digital Champion. Training is provided at the start of your role to ensure you feel confident and well-prepared. This may involve a mix of e-learning and in person training. A dedicated member of staff will be available to provide you with information, advice and support should you need this in your role. We reimburse agreed out of pocket expenses.

### Skills

- Being a good communicator and active listener
- Motivated and confident enough in your own ability to be able to help others
- Patient and able to build up trust with learners

While confidence in using different common devices such as smartphones, laptops and tablets is beneficial for this role, it is more important for volunteers to have excellent communication and listening skills, and the ability to relay information and instructions in a clear, accessible and personable way. Volunteers should be patient, empathetic, adaptable, and able to change communication styles to meet different needs.

Volunteer Digital Champions bring a wide range of experiences and skills to offer the older people who engage with our services a variety of support.

This role profile is intended as a summary and the role may vary in consultation with the volunteer concerned.

For more details, please contact [digitalteam@ageukleeds.org.uk](mailto:digitalteam@ageukleeds.org.uk) / 0113 389 3009.