

For office use only: **LIT001**

Reviewed by: **TC/MM**

Date: **01/22**

Digital Companion Volunteer

Location of position/department: Various & Remote

Responsible to: Mike Millership

Time commitment: Hours to suit

About the Project

The project aims to reduce digital exclusion and isolation to Cartefi Tenants and the wider community by loaning an internet enabled tablet who currently lack digital skills for 12 weeks.

During these 12 weeks the service user will be supported by our Digital Companion Volunteer to make the most of the device by conducting simple internet searches, communicating with friends and family online, setting up email and social media accounts and anything else the service user maybe interested in, to enhance their lives on the device as they grow in confidence

Purpose/Summary of the Role:

Volunteers will be offering informal advice, information and support to tenants and local community who either want to get online and learn how to use a digital device for the first time, or to improve the confidence with the basics such as:

- Switching device on and off
- Using touchscreen, mouse and keyboards
- Searching the internet
- Sending & receiving email
- Offering informal advice on the basics of e-safety
- Introduction to a range of social media to help them keep in touch with friends, family eg: facebook, whatsapp
- Offer support in the basics of device apps eg: google, Gmail, Zoom, BBC news, online newspapers

Our Ideal Digital Companion Volunteer

Our ideal Digital Companion Volunteer:

- Knows how to use a digital device such as android tablets, smart phones and basic computer technology
- Has a strong commitment to the inclusion of tenants/local community in all aspects of life
- Is reliable and punctual
- Has good listening and communication skills
- Is able to get on well with people from a variety of backgrounds
- Able to explain technology in a simple and clear way
- Good sense of humour and willing to have fun

In Return We Will Offer You:

- Relevant training via Digital Communities Wales
- Full training and support on all aspects of this volunteer role
- Access to wider Volunteer support networks such as Facebook groups with ongoing hits, tips, advice and Q&A sessions
- Access support by the Digital Champions Network in Wales
- Reimbursement of expenses such as Mileage costs paid @ 40p per mile from home to place of volunteering or public transport costs paid back on a valid ticket

How to Apply:

- ✓ Email volunteering@creatingenterprise.org.uk or telephone 01492 588 980
- ✓ Express an interest in which role you are interested in

Line Manager's Signature:

Date: