

Mind in Bexley Volunteering Role Description

Digital Champion Volunteer

Summary

Mind in Bexley's Digital Hub is designed to support Bexley residents with all the digital skills and confidence they need to live well.

We understand that more and more opportunities and services are moving online. With that, individuals who do not have access to the internet, internet connected devices, or the confidence to use them, are being left behind.

As a volunteer, you will provide up to 6 weeks of 1:1 support in our Devonshire Road offices. This could be using our own desk top computers or supporting a learner to grow more confident using their own devices.

For more information about the Digital Hub service, have a look at our website.

mindinbexley.org.uk/digitalhub

Tasks

Support is 1:1 and learner centred. It will be focused on personal goals that make the most difference to each learner. Examples of common tasks you may be asked to support someone with include:

- Setting up an email account or sending and receiving emails
- Accessing online group activities
- Finding reliable health care information online or learning how to use tools such as the NHS App or e-consult to book and manage appointments
- Learning basic word processing software
- Learning how to stay safe online
- Feeling more confident using a smart phone, laptop or tablet
- Overcoming accessibility barriers faced by those with visual impairment, hearing and/ or memory loss

Skills

- Reliable
- Able to stay calm under pressure
- Good listening and communication skills
- Patience
- Able to use computers, search the internet, and use email confidently
- Can explain technology in a clear, simple and non-judgemental way
- Able to follow instructions or Mind in Bexley policies - for example relating to confidentiality, safeguarding, health and safety, diversity and inclusion etc
- Willing and able to complete volunteer training prior to starting role.

- Able to travel to the Bexleyheath location
- Able to provide an enhanced DBS check registered with the DBS Update service **OR** complete a new application. This process requires formal documents to prove your identity and address.

Other Information

If you have recently, or are still currently using, any Mind in Bexley support or services, please get in touch to discuss first *before* completing an application form. We may advise waiting a little while to make sure volunteering is a positive experience.

Mind in Bexley values the power of diversity and welcomes volunteer applications from underrepresented communities, or people with lived experience of mental health difficulties. We value the different perspectives that each volunteer brings to their role. We are creating an inclusive working environment where everyone is appreciated for being authentic and bringing their whole selves to work regardless of race, gender, age, religion, identity, and experience.

Time and Location

- Volunteering will take place in Mind in Bexley's Office, 2A Devonshire Road, Bexleyheath, DA6 8DS . We are currently looking for volunteers on **Tuesday** mornings between **10 am – 1 pm** and afternoons between **2 pm – 4 pm**.

What we can offer:

- Comprehensive training and induction to help you feel confident about your role
- Free volunteer enhanced DBS check if required
- Access to free e-learning courses if you would like to develop your knowledge and understanding further or build your CV
- Access to training, resources and an online community for volunteer digital champions across the country through Digital Unite's Digital Champions Network
- Regular supervision and support
- Reasonable travel expenses.

Role Supervision

As a volunteer in this role, supervision will be provided by:

- Mind in Bexley Volunteer and Co-production Co-ordinator
- Role specific practical support and supervision provided by Digital Inclusion Coordinator

For more information or to request an application form, please contact the Digital Inclusion Coordinator Holly Robjohns

hrobjohns@mindinbexley.org.uk or 07375 250 365