

Role Description - Digital Health Champion

Do you enjoy helping others?

Are you confident using technology?

You Can Do IT is our digital inclusion project helping to improve quality of life for older people who feel left behind by advancements in technology.

About the Role

We run groups across Bedfordshire, offering 1-1 support to learners with using smartphones, tablets and laptops.

Digital Champions are people of all ages and from all backgrounds and communities.

They help others understand the benefits of using the internet and can show them how to do simple things online that can make a huge difference to people's lives.

You don't need to be an IT whizz to be a Digital Champion, just have a bit of spare time, and enjoy being online yourself and have a passion to help others.

Perhaps you are already helping friends and family with various technical problems with smart devices already, or perhaps you have IT skills and knowledge that you're not currently using and would like to help people learn to use smart devices for the first time.

Skills and Experience:

- Motivated to help others
- Good communicators and listeners
- Patient, trustworthy and organised
- Happy to learn and keep your knowledge up-to-date
- Keen to promote the benefits of having digital skills
- Happy to attend regular You Can Do IT! group support sessions in your local community
- Understanding of the challenges people experience using smart devices and how to overcome them
- Confident to help people with questions or problems with their device or their connectivity, or to find out what they do not know.

- Comfortable chatting to learners to establish and then progress participants' goals and using smart devices.
- Happy to complete training courses that will support you in helping people to develop their essential digital skills
- Prepared to read and work within relevant policies and procedures relating to working with people, data, technology and particularly online safety
- A commitment to sharing and recording information about the progress of learners

Training and Support:

- Safeguarding
- GDPR
- YCDIT processes
- You will be supported by a group lead and a Coordinator in Beds RCC who will be your key contact

Benefits to you:

- Enjoyment and satisfaction in supporting others
- Training in a key volunteer role for a well-respected local charity
- Opportunity to develop your skills and confidence
- Biscuits

Time Required:

Groups run on a weekly basis, with each session lasting one hour. We anticipate a weekly commitment of between one and three hours to include providing 1-1 support to learners and reporting back on group and learner progress. There will be some communication between sessions with Beds RCC/ the group leader to agree attendance at the group.

For more information, contact:

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