

Volunteer Rural Digital Champion Rural Digital Inclusion Project

Role Overview:

As a Digital Champion, you will play a crucial role in supporting members of your community by providing digital assistance and guidance to people who need support to get the most out of being online. You will help bridge the digital divide by empowering individuals to develop their digital skills, access online resources, and engage with digital technologies confidently.

Digital Champions will make a real difference to the people they support, by helping people to do some of the following:

- Help with the initial setup of smartphones, tablets, laptops, and computers.
- Changing the settings on their device so they find it easier to use. E.g. enabling and customising accessibility features.
- Set up an email or social media account, so they can link with friends and family.
- Assisting with connecting to Wi-Fi networks, troubleshooting connectivity issues, and understanding data usage.
- Helping to find, download, and use various apps from app stores, including the NHS app, banking apps, and games and entertainment apps.

Key Responsibilities:

- **Digital Assistance:** Provide one-on-one support and guidance to community members who require assistance with digital devices, applications, and online platforms.
- **Promotion and Awareness:** Raise awareness about the Rural Digital Inclusion Project within the community and encourage participation in activities.
- **Resource Sharing:** Share useful online resources, tools, and tutorials with community members to support and enhance their digital capabilities.
- **Feedback and Reporting:** Provide feedback on the effectiveness of activities, as well as any challenges faced by community members, to help improve the overall support provided by the project.
- **Collaboration:** Collaborate with other Digital Champions, the project coordinator at CAN, and community stakeholders to ensure the project is successful.
- **Safeguarding:** Able to identify and raise safeguarding concerns you may be presented with during the course of your volunteering.

Skills and Qualifications:

You don't need to be an IT whizz to become a Digital Champion, you just need confidence, enthusiasm and a bit of spare time to help people realise the benefits of using digital technology.

We are looking for people who:

- Are patient, empathetic, and supportive attitude towards individuals learning new skills.
- Have strong communication and interpersonal skills.
- Are competent in using digital devices and online platforms.
- Can adapt to the needs of community members and research solutions to issues.
- Have a passion for empowering others through digital skills
- Are willing to commit time and effort to support the goals of the Rural Digital Inclusion Project.

Time Commitment:

The time commitment for this role will vary depending on your availability, the specific needs of the community and opportunities to provide support.

Examples of potential activities:

- Being available at existing meetings and events at your hall to answer people's digital questions
- Running a regular digital drop-in session for the community
- Organising 'techy-tea parties' where people can ask digital questions over cake and a cuppa
- Supporting local groups and businesses with making use of digital technology in their work

This isn't an exhaustive list! We want communities to be able to get creative in supporting people to use digital in ways that add value to their lives.

Training and Support:

Training and ongoing support will be provided to Digital Champions to ensure they feel confident and equipped to fulfil their role effectively.

Benefits:

Opportunity to make a meaningful difference in the lives of community members by empowering them with essential digital skills.

Gain valuable experience in community engagement and digital literacy training.

Make new connections and build relationships with fellow volunteers, community members, and stakeholders involved in the initiative.