**Digital volunteer - role description**

**Role includes**

1. Teaching 1-to-1 and small groups: engaging with individuals or small groups to provide personalised instruction on using smartphones and digital tools.
2. Preparing content for your sessions including printing handouts and preparing ‘How to…’ guides if needed
3. Showing people new skills on their phones: demonstrating how to utilise different functions and applications on smartphones to enhance digital literacy.

**Key skills**

* Phone/tablet knowledge: proficiency in navigating smartphones and familiarity with various apps and features.
* Patience: ability to work with individuals at different skill levels and patiently guide them through learning processes.
* Communication: clear and effective communication to convey technical information in an understandable manner.

**Digital volunteers will also need to…**

* Maintain confidentiality: respect the privacy and confidentiality of individuals seeking assistance and refrain from disclosing personal information.
* Not take on teaching outside of your skills and knowledge: recognize personal limitations and only provide instruction within areas of expertise, to ensure accurate guidance.
* Avoid putting phone, documents, or data at risk: exercise caution to prevent accidental exposure of sensitive information and safeguard personal and organisational data.

**What does the role offer?**

* This volunteer role offers an opportunity to make a meaningful impact by empowering individuals with digital skills, ultimately contributing to bridging the digital divide and promoting inclusivity.
* Training and ongoing support will be provided to volunteers to ensure they are equipped with the necessary knowledge and resources to fulfil their role effectively.
* Flexible scheduling options can be agreed, to accommodate volunteers' availability, with opportunities for both remote and in-person engagement depending on personal and organisational needs and preferences.