

Being a Digital Champion

You don't have to be an IT whizz to be a Digital Champion – you just need a bit of spare time and enthusiasm to support others to experience the many benefits of the internet and digital technology. It's a great way of making a real difference to other people.

As a Digital Champion you'll support others to learn the basics of computers and the internet in a relaxed, informal environment. You'll offer advice, information and support to local adults who want to get online and learn how to use a computer for the first time, or improve their confidence with the basics.

Digital Champions work with learners on a one-to-one basis or in a small group. They might support people face to face or remotely (via video calling or telephone). Sessions tend to take place in a public venue such as: a library, wifi enabled café, pub or community centre. Champions might set up a session at a local community centre or sheltered housing scheme or volunteer to support someone else's class at such a venue. There are lots of different ways to help!

Typical tasks for a Digital Champion include:

- ✓ Helping people learn the basics of their device – turning it on, using the mouse and keyboard or changing settings on a tablet or smart phone.
- ✓ Helping people understand how to get online – connecting to a secure wifi network, entering login information, as well as staying safe by keeping login info/passwords secure, recognising suspicious links etc.
- ✓ Supporting people with essential skills such as setting up an email account or carrying out an internet search.
- ✓ Helping people stay connected with family and friends by using video calling, messaging or social networks.
- ✓ Supporting people to manage their health online e.g. using the NHS App, searching for reliable health information, or using a GP online booking system.
- ✓ Assisting people with activities necessary for daily life e.g. search or apply for a job, shop and bank online
- ✓ Acting as an advocate of the benefits of being online.

Why be a Digital Champion?

Aside from simply giving something back to your community, there are lots of other potential benefits for you, such as:

- Improving your own knowledge and confidence around digital technology (including accessing the diverse range of free resources from Digital Unite and other sources)
- Gaining valuable experience and organisational skills which can help build your CV.
- Getting involved in new projects and organisations, opening up other opportunities for volunteering and employment.

Sample Digital Champion role description

- Meeting other Digital Champions and making new connections locally.
- The satisfaction and sense of wellbeing from helping someone learn key digital skills and be more digitally included.

Skills and Qualifications

There are no formal qualifications needed, we are looking for Digital Champions who are passionate about sharing their skills and supporting others. Skills we are looking for include:

Essential	Desirable
<ul style="list-style-type: none">• Able to use computers, tablets and smart phones, search the internet and use email confidently.• Enthusiastic about the positive effect that technology can have on someone's life.• Sociable and personable.• Patient.• Understanding of people's motivations for learning.• Able to empathise with diverse groups.• Reliable and well-organised.• Good sense of humour and willing to have fun.• Excellent communication skills.• Able to explain technology in a simple, clear way.• Able to travel to a variety of local venues.• Willing to act as an advocate of the Digital Champions Network	<ul style="list-style-type: none">• Confident in a range of digital technologies.• Confidence in using social media, e.g. Facebook, Twitter, YouTube, LinkedIn.• Confident in using NHS digital services such as the NHS App• Experience of teaching adults.• Experience of using both PCs and Macs, android and apple devices.

Sample Digital Champion role description

This page would be completed by the organisation recruiting Champions

How will your organisation support you?

[Your organisation] will support you and recognise your commitment in a number of ways, including:

- Giving you access to training, resources and an online community for volunteer digital champions across the country through **Digital Unite's Digital Champions Network**.
- Providing you with a named contact at [organisation] who will give you ongoing support.
- Making sure you're not out of pocket by covering all reasonable expenses.
- Wherever possible, matching you with local digital skills projects or to individuals who have requested support.
- Providing opportunities for recognition through resident & volunteer reward schemes.
- Providing a personal reference for your CV and a completion certificate.
- Providing IT equipment for sessions where needed.
- Providing a safeguarding policy and process for you to follow.

When are you required?

You will be required for a specific session on [day and time] at [location]. OR Tasks can be undertaken at a time that's convenient to both the volunteer and the learner. You can do as many hours as you wish, but most Digital Champions will give around 2 hours of their time a week.

Areas of interest:

Adult learners, employment support, elderly people, people with disabilities, computers, technology and community support.

Recruitment methods:

(select all that apply)

- ☐ Application form
- ☐ References
- ☐ Informal meeting
- ☐ DBS (Disclosure Barring Service, previously CRB) check
- ☐ Induction

Eligibility

To be a Digital Champion you must be:

- Aged 18 years or over at the time of applying.
- A UK resident or have permission to live in the UK.
- Willing to authorise a Disclosure and Barring Service (DBS) check.