

# Volunteer Role Profile



Volunteer Role

**Digital Support Volunteer**

Volunteer Manager

**Lead Manager**

Where you will be based

**Office**

## Why we want you

As a Digital support volunteer, you will provide practical, one-to-one support to individuals who are digitally excluded. You will assist attendees in building their confidence using smartphones, tablets, and other digital devices, helping them access essential services and develop digital skills.

## What you will be doing

- Assisting clients in accessing and navigating digital technology, particularly on Android and iOS devices.
- Providing one-to-one support to help clients build their confidence in using smartphones, tablets and other digital devices.
- Assisting with tasks such as setting up email accounts, browsing the internet, and using apps for essential services and offer advice on digital safety and privacy practices.
- Work alongside the Employment and Skills team to ensure the sessions are welcoming and supportive for all participants.
- Provide a professional and effective service to clients in line with Thames Reach policies and values.

## The skills you need

- Familiarity with Android and iOS operating system.
- Good verbal and written communication skills to explain technical concepts to beginners.
- Motivation to support disadvantaged and vulnerable people.
- Awareness and understanding of the need for professional boundaries and confidentiality.
- To have the ability to follow Health and Safety regulations, Equal Opportunities and Diversity policy.

## What's in it for you

- Be able to use your skills, knowledge, and life experience to benefit others.
- Regular support and supervision from the team.
- Experience, training, and skills that you can highlight on your CV and in job interviews with professional references after 3 months volunteering.
- Access to a range of additional e-learning courses.

- Wellbeing support – our 24/7 online volunteer assistance programme.
- Reimbursement of out-of-pocket expenses.

## **Disclaimer**

Thames Reach undertakes a systematic approach and utmost care at every step of the process of volunteer recruitment, selection, and retention to ensure that those recruited are suitable and appropriate. We take measures to make volunteering at Thames Reach a positive and safe experience.