Digital Connect – Digital Champion

The Digital Connect Project aim is to reduce digital exclusion and increase social inclusion within the North East Derbyshire and Bolsover District. As an outreach service we work within local venues within communities to offer residents easy access to digital training. We focus on the digital skills needed to safely benefit from, participate in and contribute to the digital world, these are:

- Communicating
- Handling information and content
- Transacting
- Problem solving
- Being safe and legal online

What will you do?

- Digital Champions will teach clients how to use digital devices and access digital services on the internet.
- Help clients to understand how be stay safe online.
- Build clients confidence to give them the foundations skills to feel digitally included
- Keep records of client interactions on Citizens Advice systems
- Support client through 1-2-1, group or drop-in sessions as required
- Work with other volunteers to deliver training when necessary
- Help to promote the Digital Connect Project

What are the benefits for you?

- Make a real difference and have a positive impact in other people lives
- Share your skills to empower people to feel more included digitally
- Gain confidence, skills and enhance employability opportunities
- Work with a variety of interesting people, independently and in a team.
- Be part of an organization that helped over 2.5 million people in 2021/22

And we'll reimburse travel expenses too

What do you need to have?

You don't need any specific qualifications but you'll need to:

- Be reliable with good timekeeping
- Be friendly, approachable and patient - a good sense of humor always helps
- Good communication and listening skills
- Good IT skills with a working knowledge of laptops, tablets and mobile phones of all flavors
- Be able to work with clients using Windows, iOS, MacOS, Android or a combination of them
- Be adaptable to support clients at the correct level to match client abilities and understanding
- Be willing to undertake training for your role within Citizens Advice
- Adhere to Citizens Advice aims, principles and policies, including confidentiality and data protection

How much time do you need to give?

You will need to be able to commit 4-5 hours per week, for at least 3-6 months. If you want to give more time that is always welcome. Volunteers are a precious resource and any time given is most appreciated.

Where will you be volunteering?

We have volunteering opportunities at various locations across the North East Derbyshire and Bolsover Districts. Currently we have venues in Ashover, Dronfield, Killamarsh, Clay Cross, Clowne, Bolsover, Shirebrook and South Normanton.

New locations are always being considered and we are currently looking to develop in areas: Shirland, North Wingfield, Grassmoor and Heath & Holmewood.

Valuing inclusion

Our volunteers come from a wide range of backgrounds, and we welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a Digital Champion and would like further information, please contact us.

Contact details:
    Email - digitaltraining@citizensadvicesmidmercia.org.uk
    or Call - 01332 321959