

## Digital Champion Volunteer

### Role purpose

Many welfare, housing, and support services are now accessed online, which can create barriers for people who lack digital skills or confidence. In this role, you will be supporting clients to use essential online services safely and independently.

### What will you do?

- You will support clients who need help accessing and using online services. This might include helping someone:
  - set up an email account,
  - draft an email,
  - access their Universal Credit account,
  - complete an online application, such Freedom Pass, and Blue Badge applications
- You will empower people by helping them develop their skills and confidence, rather than doing tasks on their behalf

### What's helpful for this role?

We are looking for volunteers who:

- Are friendly, approachable and patient
- Have good communication skills, to guide clients on how digital systems work.
- Comfortable with the use of digital technology, particularly smartphones, tablets, and laptops
- Are friendly, non-judgmental and respect views, values and cultures that are different to their own
- Are willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- Are willing to undertake training for the role

*Candidates who speak a community language (e.g. Arabic, French, Spanish) are welcome, but this is not essential for the role.*

### What's in it for you?

- Make a real difference to people's lives
- Use and develop your existing digital and training skills to do

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|                               | <p>something worthwhile</p> <ul style="list-style-type: none"> <li>• Gain new skills and knowledge, and build experience for employment</li> <li>• Improve your health, wellbeing, confidence and self-esteem</li> <li>• Meet new people from a range of backgrounds and ages</li> <li>• Get to know and give something back to the local community</li> <li>• Join our lovely and welcoming team!</li> <li>• Opportunities to progress into other volunteer positions</li> </ul>                                                                                                                                            |
| <b>Time</b>                   | <p>We hope you can volunteer for a minimum of half a day per week between 9.30 am to 4.30 pm for a minimum of 6 months.</p> <p>We're ideally looking for volunteers who are available:</p> <ul style="list-style-type: none"> <li>- Monday, Tuesday &amp; Wednesday afternoons</li> <li>- Thursday mornings</li> </ul> <p>Training is provided for this role.</p> <p>The duration of training for this role is usually 2 weeks, but we can tailor it to suit your experience and circumstances. The training is in person.</p> <p>During your training period you will be supported by our <b>Volunteer Coordinator</b>.</p> |
| <b>Location</b>               | <p>You may be joining our team at our outreach hubs in the below locations (click on the location for the full address):</p> <ul style="list-style-type: none"> <li>- <a href="#"><b><u>Beethoven Centre Information Hub</u></b></a></li> <li>- <a href="#"><b><u>Greenside Community Centre Information Hub</u></b></a></li> <li>- <a href="#"><b><u>Brunel Information Hub</u></b></a></li> <li>- <a href="#"><b><u>The Exchange Information Hub</u></b></a></li> <li>- <a href="#"><b><u>Stowe Centre Information Hub</u></b></a></li> </ul> <p>We'll reimburse reasonable travel expenses too.</p>                       |
| <b>Additional information</b> | <p>The minimum age for this role is 18 years.</p> <p>Citizens Advice is committed to safeguarding and promoting and the welfare of children, young people and vulnerable adults. All volunteers are expected to share this commitment.</p> <p>As part of our safer recruitment process, successful applicants will be asked to self-disclose criminal convictions. We also ask for ID and details</p>                                                                                                                                                                                                                        |

of referees. If you'd like to talk through any of the checks before applying, please get in touch.



## Valuing inclusion

Equity, Diversity and Inclusion (EDI) is important to us and integral to all we do. We want to build diverse and inclusive teams, where everyone is welcome and everyone feels like they belong. To be the people's champion we must reflect the people we serve. We particularly welcome applications from people we would like to see better represented in our teams.



**Apply now**

You can apply online using [this form](#).

Once you apply, we'll take a close look at your application and get in touch. If we can move your application forward, we will arrange an interview, which will include a practical element to test basic digital skills.

*If you'd like to speak to someone about this role, please contact our **Volunteer Coordinator** at [volunteering@westminstercab.org.uk](mailto:volunteering@westminstercab.org.uk).*