

Enfield Carers Centre I.T. /Digital Champion Volunteer Role Profile



Title: Enfield Carers Centre IT Support Volunteer

Responsible to: Service Manager

Overall Purpose: To help people develop their computer skills. Volunteers will offer one to one assistance to people wanting to improve their computer skills.

Intended outcomes

- Enabling Carers to develop confidence with IT equipment and software.
 - Maximising a more effective use of local resources by enabling identified volunteer staff to undertake the tasks for which they are trained.
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Main Responsibilities:

- Give one to one support to adult learners who lack confidence in using a computer, for example keyboard familiarisation, setting up an email account, and internet searching.
- To be a digital champion at ECC and help carers to complete basic application forms online, such as blue badge forms
- To support the admin team with data inputting and other admin tasks as required.
- Up skilling volunteer and trainee staff's IT knowledge

Additional responsibilities may be added as a result of tailoring services that the Centre provides to meet local needs. These will be included after consultation with the volunteers.

Skills and Knowledge

- Confident communication skills and the ability to explain computing terms in a simple manner.
- Experience in good office administration/organisational procedures.
- Competent IT skills (Word, Excel and Outlook).
- Positive and welcoming interpersonal skills.
- Enjoy dealing with people from all backgrounds with patience and flexibility.

Attitude and Personal Qualities

- A willingness to be flexible and perform varied tasks.
- Friendly and sociable approach and ability to encourage and motivate.
- Punctuality & Reliability.
- Having a professional yet friendly nature and being able to respect diversity.
- Willingness to learn about carers services.

Training Requirements (M=Mandatory before commencement, O=Optional – training can be undertaken whilst volunteering)

- Volunteer Induction. (M)

Time Commitment/Expectation

Flexible to suit volunteer 2 – 3 hours per week. Volunteers should be willing to undertake occasional local travel for training and networking.

Expenses

Travel and other expenses are paid in line with current policy, details of which are included in the Volunteer Handbook. This will be discussed and agreed before volunteering begins.