

# Volunteer Role Description

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Connection Support provides a breadth of specialist support services to a range of people facing complex life challenges. The support covers housing support, homelessness, isolation, money management, mental health and drug and alcohol abuse. Often service users have multiple issues which means our work with them is all encompassing.

Connection Support understands that in the digital age, with changes in systems and the increasing need for I.T. skills, clients may want to know how to get started with computers or learn how to do a specific, computer related task. Through the volunteer role it is hoped to make computer use accessible, enabling clients to find their way around the internet and to build their computer skills.

## Volunteer Digital Computer Buddy

**Role Summary:** To improve the lives of clients by enabling digital inclusion; encouraging and supporting clients to access I.T and to build confidence in using a computer. To develop basic skills in using the internet, use of email, word processing and general basic computer use. To provide coaching sessions at a client's home or agreed location.

**Location:** Oxfordshire

### Outline of Tasks:

- To provide one-to-one support to clients with basic I.T. needs
- To assess the needs of each individual and tailor learning as required
- To assist with tasks such as setting up computers/laptops, software & accessing Wi Fi
- To assist with setting up email accounts (such as Universal Credit and with utility companies) and Skype etc.
- To assist with client engagement with the DEW
- To maintain a record of support and monitor progress

### Desirable attributes:

- Enthusiasm and commitment to Connection's values and objectives
- Ability to operate within Connection's policies
- Good communication skills and ability to teach or explain things in a clear manner
- Good knowledge of IT including different software packages and setting up of laptops
- Able to work on own initiative
- Enthusiastic and motivating
- Patient and able to work at a learners' pace.
- Reliable and able to make regular appointments
- Non-judgemental approach
- A DBS check will be required for the role

Apply online at: <http://www.connectionsupport.org.uk/about-us/volunteer/>

Email: [volunteers@connectionsupport.org.uk](mailto:volunteers@connectionsupport.org.uk)

Call/Text: 07799 110037