

Volunteer Role Description

Volunteer Digital Access Hub Assistant

Our Digital Access Hub enables digitally excluded residents to complete essential online tasks and build lasting digital confidence at our city centre offices. This is an in-person role.

What does a Volunteer Digital Access Assistant do?

1. Support clients to find information online to solve their problems.
2. Teach clients, individually, to carry out activities online. For example:
 - Universal Credit journal actions
 - Council and housing portal submissions
 - Evidence uploads
 - Online banking and billing setup
 - NHS App and GOV.UK
3. Ensure clients understand the importance of using safe passwords, multi-factor authentication, have scam awareness and privacy knowledge.
4. Escalate clients to an advisor, where appropriate.
5. Maintain detailed case records.

What qualities do we look for?

- Passionate about helping people and good at building a rapport with others
- Sensitive to other people's needs and an ability to treat all people with respect and in a non-judgemental manner.
- Logical and methodical with a natural inclination to detail
- An understanding of how to use various Apps, navigate websites, complete online forms and the ability to communicate the information to others.
- Excellent communication skills both verbal and in writing.

Time commitment

A minimum of one session per week. Sessions are as follows;

	Mon	Tues	Thurs
09:30 - 12:00			
13:00 - 15:00			

	Wed	Fri
09:30 - 12:30		
12:30 - 16:00		