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**Volunteer Role Description |** HomeTech Digital Helper

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| Volunteer Role: | HomeTech - Digital Helper |
| Team: | Cathedral Welcome Team |
| Volunteer Team Leader: | Ken Sim |
| Member of Staff responsible: | Volunteer and HR Co-ordinator; |
| Start Date: | November 2021 |

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| 1 | Role Purpose |
|  | To support HomeTech, the Cathedral’s digital inclusion project, to help members of the Cathedral community make the most of new technology |
| 2 | Tasks & Activities |
|  | To work with other volunteers and Cathedral staff to deliver one to one sessions at the monthly HomeTech surgeries to help members with the following:   * Getting the most out of a mobile phone * Understanding online safety * Accessing essential services * Messaging, emails and video calls * Safe online shopping, booking event tickets |
| 3 | Contacts |
|  | The Volunteer and HR Co-ordinator for general volunteering advice;  The Volunteer Team Leader, Ken Sim  Other HomeTech Digital Helpers |
| 4 | Special Requirements |
|  | A desire to understand and engage with the Cathedral’s Christian mission and in supporting its role as a living church is essential.  Requirement to undertake mandatory training, including Basic Awareness safeguarding training. |
| 6 | Skills |
|  | * Digital capability, including previous experience using a mobile phone, tablet/ipad or computers * A warm, friendly and helpful manner * Excellent interpersonal skills with the ability to communicate effectively with a variety of people * Flexible and adaptable; * Tactful and diplomatic. |