

**CLASS**  
**Volunteer Role Description**



Role Title:	Digital inclusion volunteer
Responsible to:	Director
Where (Location):	Community venues in Greater Manchester (mainly Manchester)
Time commitment:	Variable: between one and six hours of digital support to community group leaders per week.
Role description:	You will help community group leaders affiliated with the Community Savers network to develop confidence and skills in using digital devices and technology for community group purposes.
Main tasks:	<ul style="list-style-type: none"> <li>• Provide tailored one to one support to community group leaders you have been matched up with</li> <li>• Assess their digital support looking at skills gaps and confidence levels</li> <li>• Work together with them to assess which digital skills they would like to focus on the most</li> </ul>
Required skills, qualities and experience	<ul style="list-style-type: none"> <li>• Patience: Have you ever helped a parent or grandparent to learn to use a tablet or a laptop? If you have the patience to do this you will be ideal for the job!</li> <li>• Good verbal communicator: You will be providing tailored one to one support to people with sometimes very basic IT skills. You will need to be a good communicator, able to explain practical digital tasks clearly, taking a step-by-step approach.</li> <li>• Reasonable ICT skills: You do not need to be an IT expert, but if you make regular use of email, web-browsing, video-conferencing, MS Office and windows explorer file systems, and cloud storage systems like G:drive and Dropbox you will have the necessary experience for sharing with others.</li> </ul>
Training and support available:	<ul style="list-style-type: none"> <li>• Induction to CLASS and Community Savers including health &amp; safety, data protection, safeguarding, and our code of conduct</li> <li>• Regular supervision and support</li> </ul>
Any other Requirements	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Two references</li> </ul>
Date role created:	16 June 2022