

Volunteer Role Profile

Volunteer Role	Digital Support Volunteer
Volunteer Manager	Volunteering
Where you will be based	Hospital

Why we want you

As a Digital Support Volunteer, you will be helping those, including visitors, patients and carers, who want to learn how to get online, access digital health tools and use digital technology to improve the NHS experience for themselves and those they care for.

You will offer guidance, support and any further information to assist with getting online, so a good understanding of different technologies and IT skills is desirable. Ahead of our electronic patient record implementation, you will also help us understand the digital literacy levels of our staff.

What you will be doing

- Provide IT and technology support to visitors, patients and carers who may otherwise not be digitally engaged
- Help our patients, visitors and carers to learn the basics of technology and become more digitally fluent with things such as, searching the internet, sending and receiving email, attending a virtual clinic, making use of recommended apps such as Wysa, calm, and the NHS app or other beneficial technologies, such as Zoom, Facebook and WhatsApp
- Help patients, visitors and carers to stay connected to NHS services and utilise NHS apps and wearable technologies, such as smart watches and fitness trackers
- Offer guidance on the basics of online safety and access, e.g. guarding against identity theft, phishing and scamming, updating software
- There is opportunity for learning and helping with more advanced and specialised technologies, such as Virtual and Augmented Reality, as part of our digital specialities training programme
- If desired, delivering short and ready prepared webinars and workshops for fellow volunteers on those digital platforms and common used digital technologies
- Assist with keeping an accurate record of volunteering activities and feedback, including frequently asked questions
- Communicate regularly with the volunteer supervisor and attend any recommended workshops and webinars to assist with the role
- Support digital literacy and inclusion staff survey by speaking to staff at our different sites about their digital skills and confidence.

The skills you need

- You do not need to be an expert in all information technology, but a good working knowledge of general IT skills will be useful
- You will need to be adaptable and confident with a range of different digital technologies e.g. smartphones, tablets, webcams, video calling, apps, wearable technology
- Confidence using social media and popular platforms e.g. Facebook, Twitter, YouTube, Zoom
- Ability to communicate clearly and offer a warm, friendly, discreet and reliable service to all visitors, carers and patients, regardless of age, background or ability
- Understanding and commitment towards the importance of information privacy
- Some experience of engaging with people around the area of information technology and or digital technologies
- Be enthusiastic about the positive effect that technology can have on someone's life
- Have some experience with online communities and digital inclusion
- Reliable and well-organised
- Be empathetic, compassionate, patient, tolerant and considerate

What's in it for you

- Meet new people
- Be part of an amazing team
- Gain new skills or use existing ones
- Help your community
- Satisfaction of helping people to access the digital world to enrich their lives
- The opportunity to help our service users and the NHS in a time of growing pressure

Disclaimer

Following your successful application, you will be invited to an interview and you may be asked some questions in relation to our current Infection, Prevention & Control guidance - this may impact on which roles we can place you in. Most roles are subject to a DBS check and two satisfactory references being provided.