**Digital Communities Wales can support Digital Inclusion Volunteers/Champions through:**

* Face to face or online training.
* Ongoing support through our partner portal <https://www.digitalchampionsnetwork.com/> where volunteers will be able to access e-learning, resources and technology guides. This includes a dedicated forum where volunteers can communicate with other volunteers across Wales.
* Placing volunteers with an appropriate organisation taking time commitment, transport and region into consideration.

**This is an example of a Digital Inclusion Volunteer/Champion Role Description that could be used and adapted to suit the needs of your organisation.**

**Digital Inclusion Volunteer/Champion Role Description**

**Organisation Summary**Digital Communities Wales (DCW) is a Welsh Government digital inclusion programme delivered by the Wales Co-operative Centre. DCW works in partnership with many organisations to reach the people who are not currently online. This is achieved through training, volunteering, strategic development, action planning and the signing up to the DCW Digital Inclusion Charter. We also run a number of partnerships across Wales that brings together key organisations to support digital inclusion delivery in their county areas.

**Digital Inclusion Volunteer/Champion Main Duties**

* Advise, coach and support people who are interested to learn more about digital technology and the internet. This may be on a 1 to 1 basis or in group sessions.
* Provide assistance and training to members of the public which could include but not limited to different digital devices such as tablets, phone and laptops. For example training on the use of the internet, specific applications they may be interested in such as emails, Skype, catch up TV and social media or providing troubleshooting support.
* Confidential handling of all information concerning clients and ensuring all data processed or held as part of the role, is done so strictly in accordance with your organisation’s data management policies and procedures.
* Complying with and promoting the values and standards of a volunteer, [WCVA Code of Practice can be found here](https://www.wcva.org.uk/media/58792/wcva_volunteering_code_of_practice_a2_poster_4_final_proof.pdf). Remember to always follow the Code of Practice for the organisation you are part of.

**Personal Profile**

* Ability to be patient and empathetic
* Good knowledge of ICT and the internet (including online safety)
* Interest in supporting people
* A desire to share the benefits of technology with other people
* Good communication skills including good listening skills

**How much time is involved?**

* Varied depending on venue and availability, ideally volunteers will be able to offer 1-2 hours per week
* All volunteering hours and learners supported will need to be logged on the Digital Champions Network learner tally [and/or Volunteering in Wales website]

**Location**

Add location of opportunity

**What can you expect from us?**

**Volunteer Expenses**

We can pay mileage for your journey should you use your own transport or reimburse public transport costs. Receipts and a claim form will need to be completed and submitted each week. Mileage to be claimed at 45p/mile.

**Training**

We offer an online learning resource for you to develop your knowledge and skills.

**Additional Information**

You can see our volunteering, personal and public liability policies on our website.