

# Volunteer Role | **DIGITAL CHAMPION**

This is a general role description for someone who volunteers to help the Denby Dale Centre.

Role Name	<b>Digital Champion</b>
Purpose of Role	To provide a friendly voice, friendly wisdom, kind and understanding attitude and can listen to people learning how to use a tablet to connect with others digitally. Mostly over the phone.
Location	HD8
Days	Monday to Sunday, flexible, whenever you are free
Typical Duties	<ul style="list-style-type: none"> <li>• Available on a flexible basis to support people who need help with electronic tablets</li> <li>• Talking and listening</li> <li>• Encourage</li> <li>• Trouble-shoot problems over the phone</li> </ul>
Typical Times	<ul style="list-style-type: none"> <li>• 30-45 minutes at your convenience and control</li> </ul> Time and frequency can be flexible to suit both parties
Personal Quality	<ul style="list-style-type: none"> <li>• Listen and Communicate</li> <li>• Punctual</li> <li>• Empathetic</li> <li>• Respectful of Dignity</li> <li>• Confidential</li> <li>• Abide by our company values (<a href="http://www.ddc.org.uk">www.ddc.org.uk</a> – homepage)</li> <li>• Caring</li> <li>• Patient</li> </ul>
What you are expected to do	<ul style="list-style-type: none"> <li>• Report any safeguarding concerns to your Team Leader, Gateway to Care or Emergency services depending on the situation</li> <li>• Make people feel comfortable in their surroundings and in their emotions</li> <li>• Help people to help themselves and be themselves</li> <li>• Listen and care</li> <li>• Laugh and be prepared to have fun</li> </ul>
What you are <b>not</b> expected to do	<ul style="list-style-type: none"> <li>• Give out your personal contact details</li> </ul>

