

# Kingsland Hub

## Volunteer Role Description:

### Digital Champion

#### About Peter Bedford Housing Association

Peter Bedford is a housing association with charitable aims that creates positive change in people's lives. As well as homes and support, we empower people to learn, access work and discover their creative talents. Based primarily in Hackney and Islington, we work with people who are homeless, have mental ill health, learning difficulties or complex needs. Our work enables people to move on and lead independent lives.

#### About the Kingsland Hub

The Kingsland Hub is PBHA's Head Office, it operates as a vibrant community and learning environment and is also the site for our coffee shop enterprise. Kingsland Hub has a front of house reception taking in telephone, email and walk in enquiries related to our housing services and our enterprises and training team (ENT). Our back office function features a shared office environment for our various departments that provides services and BAU (business as usual) functions such as HR, Finance, Fundraising, Marketing and Properties. For the purpose of this role you will be working within the ENT Team whom provide teaching, learning and employability support to tenants and participants.

#### Could you make a difference as a volunteer Digital Champion?

We are looking for people with a good understanding of how to use a computer to give peer support to people who are new to computers.

As a volunteer you will support staff in providing a friendly and welcoming environment to our tenants and participants through the promotion of digital teaching and learning.

We welcome any experience you can bring in teaching and learning to help us grow. In return we can provide a rewarding experience of helping the most disadvantaged groups in our community and a chance to be part of a vibrant team.

### **Ideal Commitment:**

At least one shift of 1 to 4 hours once a week on an agreed day.

The Kingsland Hub is open from 9.30am – 5pm Monday to Friday.

One month commitment is ideal to allow you to carry out 4 sessions (one a week). This can be extended if it suits you and the Kingsland Hub.

Keeping to regular shift days and times enables us to run a smooth and successful volunteer programme, so shift patterns will be agreed with you in advance with the Training and Assessment Coordinator.

### **What you will gain**

- The opportunity to develop your own skills and knowledge about digital technology
- Free accredited online training so you know better how to work with others and what sort of things you could teach them
- The chance to part of a community of Champions who can help each other and share ideas
- Ongoing support from a dedicated mentor
- Rewards and awards! You'll receive a Certificate and an online Open Badge for each Digital Champion course you complete – you can put it on your CV and show others what you've done.
- A free DBS check and payment for travel expenses
- Immense satisfaction that you've made a difference to someone else
- 20% discount for purchases in the Outpost shop during your time as a volunteer.

## Core Tasks

- Teaching someone to use Google
- Helping someone set up an email account
- Helping people use word to write a CV
- Setting someone up on Skype
- Showing someone how to use job search websites

## Skills & Experience we are looking for

You need a good level of basic computer skills, but you don't have to be an IT genius. Much more important is having enthusiasm and patience to spend some time helping others to get online.

- Enthusiasm, a positive attitude and respect for equality and diversity.
- Good reading, writing and numeracy skills.
- Ability to work with colleagues and students from different cultural backgrounds.
- Good at communicating
- Ability to empathise with people of different abilities.
- Organised, motivated self-starter.
- Flexibility in working as part of a team and showing initiative in tasks
- Commitment to volunteering at The Kingsland Hub and reliability in attendance and time keeping
- Maintaining confidentiality and professional boundaries

## Additional information

- PBHA is committed to the personal development of volunteers. Should training extend beyond day to day duties referral to a more long term training programme or alternative course will be offered where appropriate.
- Volunteers must adhere to PBHA policies in particular the Health & Safety Policy, and Equal Opportunity Policy
- PBHA is committed to the Safeguarding of vulnerable adults. All PBHA posts are subject to enhanced Disclosure and Barring Service clearance