

Role Title:	<b>Digital Support Volunteer</b>
Team / Service:	Resilience and Stabilisation
Where (Location):	Hardy Street (Worksop) or Remote working
Time commitment:	One half day per fortnight – day to be agreed with Volunteer
Reports to:	Heidi Cotton, R&S Lead
Service Summary:	Our Resilience & Stabilisation programme supports people who do not meet the criteria to access clinical or medical interventions from their Local Mental Health Team. Our R&S Team work with these individuals offering a coordinated approach to support and information when they may otherwise have been left without a support network. Access is on referral from the Local Mental Health Teams.
Purpose of the Role:	Many of the resources we use to support people are digital or web-based and form an important part of the R&S Programme. We are keen to support clients who lack confidence in accessing vital resources, simply because a basic level of digital or IT knowledge is required. Being able to access our zoom support groups will provide another form of contact and support for people. Supporting those who are not confident, or simply unfamiliar with the use of basic IT will also provide and improve opportunities for them to connect with their wider social and support networks.
Duties Include:	<ul style="list-style-type: none"> <li>Assisting people to do things such as set up and use email, Zoom, Whatsapp, GroupMe and internet browsers</li> <li>Support clients in setting up logins so they can access web-based mental health support tools as recommended by our Recovery Coaches</li> <li>Help people to gain and build confidence in using IT and the internet</li> </ul>
Required skills, qualities and experience	<ul style="list-style-type: none"> <li>Friendly, reliable and empathetic, with an appreciation that for some people the thought of IT can be daunting</li> <li>Confident and proficient in the use of different digital devices (computer, smartphone, tablet) – basic IT skills essential, but the more knowledge the better</li> <li>Confident in speaking to people over the telephone with an ability to explain to people how to carry out tasks in a clear concise way, often taking a ‘step-by-step’ approach</li> <li>An awareness of the potential pitfalls of technology such as scams and viruses and an ability to sensitively approach this area of information</li> <li>Able to adapt and tailor the support provided to individual needs</li> </ul>
What we offer:	<ul style="list-style-type: none"> <li>Support and training for the role</li> <li>An opportunity to gain valuable skills and experience</li> <li>Personal development opportunities are available</li> <li>An opportunity to be part of a team and to learn more about the voluntary sector</li> </ul>
Recruitment process:	<ul style="list-style-type: none"> <li>Application form</li> <li>Informal interview</li> <li>References x 2</li> <li>DBS Check</li> </ul>
<p><i>If you need additional support to help you make an application for this role, please contact the Volunteer Coordinator on <b>07458 306908</b> or email <a href="mailto:volunteercoordinator@nottinghamshiremind.org.uk">volunteercoordinator@nottinghamshiremind.org.uk</a></i></p>	

Role Description Updated:	8 March 2021
Filename / Reference:	Digital Support VRD_March 2021 v2