

Employer:	Advising London (AL)
Responsible to:	Volunteer Programme Manager
Employments Status:	Volunteer
Hours:	Minimum 4hrs each week
Availability:	(Monday to Friday) flexible to your availability
Duration:	Minimum 3 - 6 months
Locations	Lambeth Libraries and Community Centres

Role summary

Digi-buddies help people get to grip with online technology such as searching the web, applying for online benefits, setting up email accounts, applying for jobs, form filling, contacting 3rd parties and much more. You will be significantly involved in helping users (members of the public) that have limited skills, motivation or physical access to get online. Ultimately you will be supporting users to acquire skills that will enable them to make their own decisions and deal with issues themselves in the future.

Responsibilities

- Working with users to improve their understanding and confidence to get online and in dealing with their situations, through one to one support
- Providing information and support that will empower users to engage digitalisation
- Providing a holistic service and ensuring that users feel supported after initial intervention
- Signposting to other agencies and services where required
- Supporting users in completing online forms and benefit applications
- Understanding and helping users to complete personal budget sheets
- assisting users with contacting 3rd parties by email or via social and interactive means
- Working with (but not limited to) vulnerable adults
- Researching additional services available to our users within Lambeth
- Entering client data and intervention information onto our case management system
- Involvement in workshops that will be held at different delivery sites
- Providing any other administrative support that may be required to ensure smooth running of the Digi-Buddies Project

Our requirements

- Ability to use a variety of IT packages (Microsoft word, excel, power point and outlook).
- Good communication skills including telephone skills
- Good written skills, articulate with good spelling and grammar
- Ability to delivering high quality customer care when working with members of the public
- Willing to work with people from a range of backgrounds, some of whom will require substantial support due to health or literacy problems
- A willingness to work with people who are facing stressful situations and who may be distressed
- You must be willing and able to work in an environment where equal opportunities, impartiality and confidentiality are fundamental to the services we provide
- Flexible attitude and able to take initiative
- Enthusiasm for, and a commitment to, working in a team
- You must not be a service user of Advising London within the last two years

What's in it for you

Gaining direct experience of delivering high quality customer care and supporting clients through difficult times. Volunteering with Advising London generate further transferable skills as we encourage you to attend relevant training, developing new skills and putting existing skills to good use. You will be getting invaluable work experience and simultaneously getting involved with the community

Expenses

The organisation's volunteers are able to claim reasonable **out of pocket expenses**, subject to the production of receipts as evidence of the expenditure. This is necessary to ensure that all individuals have access to voluntary opportunities.

Recruitment Process entails

Interview, DBS check (at no cost to the volunteer), references, induction training and trial period.

How to start volunteering

If you would like to become part of a growing team dedicated to combatting poverty and injustice please download the application form from <http://advising.london/volunteer>

If you require further information regarding the roles please contact us by emailing volunteering@advising.london or calling 020 3752 5520