Digital Helper/Trainer

What does the role involve?

As a Digital Helper/Trainer for Herefordshire Healthwatch, you will play a crucial role in empowering community members by helping them navigate the digital world. Your primary focus will be to assist individuals who struggle with using IT and technology, enabling them to access important information and apps related to health and social care.

What will you get out of it?

- Make a meaningful difference in your community by empowering individuals with the skills to access vital health and social care information.
- Gain valuable experience in digital training and community support.
- Flexible volunteering hours to fit around your schedule.
- Meet new people and become part of a supportive and dedicated team.
- Healthwatch Herefordshire will pay reasonable travelling expenses

Key Responsibilities:

- Provide one-on-one and small group training sessions on basic IT skills, including using smartphones, tablets, and computers.
- Assist individuals in setting up and using email accounts, social media, and other online communication tools.
- Guide users through accessing health and social care information online, such as booking GP appointments, using NHS apps, and finding reliable health resources.
- Support individuals in downloading, installing, and using health and social care apps, ensuring they understand how to navigate these applications effectively.
- Troubleshoot basic technical issues and provide ongoing support to help build confidence and independence in using technology.
- Identify and assess the digital needs of community members to tailor training sessions accordingly.
- Provide feedback and suggestions to Herefordshire Healthwatch on common issues faced by users to help improve the overall digital support strategy.
- Promote digital literacy and the benefits of using technology for health and social care among the community.

Skills and Qualities Needed:

- Proficiency in using a range of digital devices, including smartphones, tablets, and computers.
- Strong communication skills, with the ability to explain technical concepts in a simple and patient manner.
- Empathy and understanding of the challenges faced by individuals with limited IT skills.
- Problem-solving skills and the ability to troubleshoot basic technical issues.
- Patience and a supportive attitude, ensuring a positive learning experience for all participants.
- A commitment to promoting digital inclusion and improving access to health and social care information.
- Herefordshire Healthwatch is committed to promoting diversity and inclusion. We welcome applications from individuals of all backgrounds and experiences.

Training and Support:

- Training on the specific health and social care apps and resources you will be teaching.
- Ongoing support from the Healthwatch Herefordshire team, including access to resources.
- Opportunities for further training and development in digital skills and volunteer support.

How much time is involved?

Our volunteering roles are flexible and fit around your schedule. Ideally, our local Healthwatch Volunteers would like to make a regular commitment to the role on a weekly or monthly basis, but this role can also be ad-hoc to suit your lifestyle. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.