

**Digital Skills Volunteer**

**Department** : Supportive Care

**Supervisor** : Project Coordinator

**Location** : To suit the needs of the patient. This could be at a community location or in the patients home.

**Time commitment:** This role will be patient led so times will be flexible.

This is a new role to support our patients in the community. Volunteers will provide support for patients to develop the skills needed to access and navigate the internet and online digital platforms.

Essential digital skills can help people access interactive sessions, online shopping and other resources. Having digital skills can help people reduce loneliness and isolation and can also help people stay connected with family and friends. The aim of the role is to enable people to participate in hospice led sessions, have a better understanding of a hospice loaned tablet and the internet. The role will be varied and based on mutual trust between the hospice and volunteer; governed by the guidelines of the Project Coordinator and policies of Ashgate.

Ashgate Hospicecare recognise that our volunteers support and promote the wider hospice and help up to form valuable links within the community. For that we are extremely grateful.

**Role Description:** To be part of a small team of staff and volunteers, providing support to patients in the community.

**What the role may involve?**

* Building personal centred support which is learner led
* Delivery of tablets and information packs
* Practical support to enable the use of tablets and the internet
* Assistance to access online sessions
* Monitoring of loan equipment and collection when the agreement has ended
* Providing guidance on online safety and security
* Working closely with a line manager

**What kind of people are we looking for?**

* Someone that is sociable, friendly and enthusiastic about the benefits of being online
* Is non-judgemental in their approach, patient and caring
* Understands the importance of boundaries in a supportive relationship
* Has a good level of digital skills and can enable others
* Is able to assess and overcome challenges with learning
* Understands the importance of representing the hospice within the community

* Will complete and attend our Essential Training, within the first 8 weeks
* Will abide by the policies and procedures of Ashgate Hospice

**What we can offer**

* The chance to really make a difference to someone in their time of need
* A real opportunity to get involved with your local community and support patient care in the community
* The opportunity to develop and learn within a professional team
* We will provide you with all the necessary training for your role
* Full travel expenses paid

**For more information on the role please email volunteering@ashgatehospicecare.org.uk**