

CLASS
Volunteer Role Description



Role Title:	Digital inclusion volunteer
Responsible to:	Development Manager
Where (Location):	Home- and community-based across Greater Manchester
Time commitment:	Variable: between one and six hours of digital support to community group leaders per week.
Role description:	You will help leaders/committee members of savings groups and other community groups linked to the GM Savers and Inner City Exchange Manchester networks to develop confidence and new skills in using digital devices for community group purposes.
Main tasks:	<ul style="list-style-type: none"> • Carrying out digital support needs assessments looking at confidence, hardware, software, and Wi-Fi connectivity issues • Work together with groups leaders to assess which digital skills they would like to focus on the most • Provide tailored one to one support by telephone (due to COVID-19) to leaders you have been matched up with until they feel confident to share their learning with other people in their group.
Required skills, qualities and experience	<ul style="list-style-type: none"> • Patience: Have you ever helped a parent or grandparent to learn to use a tablet or a laptop? If you have the patience to do this you will be ideal for the job! • Good verbal communicator: You will be providing tailored one to one support to people with very basic IT skills over the telephone. You will need to be a good communicator, able to explain practical digital tasks clearly, taking a step-by-step approach. • Reasonable ICT skills: You do not need to be an IT expert, but if you make regular use of email, web-browsing, video-conferencing, windows explorer file systems, and cloud storage systems like G:drive and Dropbox you will have the necessary experience for sharing with others.
Training and support available:	<ul style="list-style-type: none"> • Induction to CLASS and the GM Savers and Inner City Exchange networks from the CLASS Development Manager • Introduction to the CLASS policy framework with a focus on safeguarding and our code of conduct • Regular supervision and support
Any other Requirements	<ul style="list-style-type: none"> • Application form • Two references