

**Digital Champion Volunteer**

**Introduction to Healthwatch BNSSG**

Healthwatch is the champion for people using health and social care services. We listen to people’s views about health and social care service including their experiences and encourage health and social care services to involve people in decisions that affect them.

We work for positive change in health and social care as well as highlight good practice within services. We rely on volunteers to help make services better and would love you to join us.

**Digital Champion Volunteer**

Healthwatch’s Digital Inclusion project aims to teach older adults across Bristol, North Somerset, and South Gloucestershire about online health services and provide them with digital skills to manage their health needs independently online. To support those older adults who could benefit significantly from online health services, we are looking for a group of digital champions to first develop basic digital skills within reablement centres and extra care homes.

**The Role**

* Meeting residents within reablement centres and extra care homes in Bristol to enable them to access digital devices
* Provide friendly and patient 1:1 advice and support to help older adults build their digital skills

**Skills Required**

* The ability to use a laptop, tablet and smartphone to connect to and navigate the internet, download and use apps and set up an e-mail account.
* Confident supporting older adults with basic digital skills
* To be outgoing and comfortable talking to members of the public
* To communicate effectively with strong listening skills

**Time Commitment**

A couple of hours 1-2 days per week, depending on your availability.

**Training and Support**

You will be given some Digital Champion training and asked to complete Safeguarding training. We will also provide ongoing support throughout your time as a Digital Champion.

**Volunteering with Healthwatch will give you the opportunity to:**

* Meet new people
* Play an important role improving health and social care.
* Learn new skills or improve existing skills.
* Gain experience that can be included on your CV plus use us as a reference

**How to Apply**

If you would like an informal chat before applying, please contact Jacqui on 03300 553251or fill out the application form and EDF. Please send your completed application form to jacqui@healthwatchbnssg.co.uk