

## **Job description – Volunteer Digital Literacy Supporter**

### **Purpose**

To train and support service users in acquiring essential digital literacy skills with reference to the Hodan Digital Skills Framework, according to their individual needs.

**Reports to:** Director

### **Hours of work:**

Variable hours to suit the individual volunteer but averaging 1-3 hours per week. We would expect Supporter placements to be longer-term (3-12 months) in comparison to Trainer placements (1-3 months), but there can be flexibility.

### **Place of work:**

Online and/or at the office of Hodan Somali Community in Ladbroke Grove, London W10; in service users' homes, when accompanied by a paid staff member who is already working with the individual(s) in question; or in other venues to be agreed with service users, including their homes, if they are already known to you personally (e.g., existing friends, neighbours or relatives).

### **Main duties and responsibilities**

- Talk with service users about their concerns in relation to digital access (device availability, connectivity and accessibility) and digital literacy (acquiring skills)
- Conduct one-to-one or small group training sessions on the Digital Literacy Framework as a whole, and/or on specific skills within the framework, or follow up on earlier training provided by others
- Monitor trainees' progress by updating the Framework at the end of each session or at the end of a course of sessions, as agreed with the Director
- Identify individuals in need of further support with digital literacy skills and either provide it or signpost them to a staff member, as appropriate
- Undertake such other duties, training and/or hours of work as may be reasonably required contributing to the effective development of the service and the delivery of its services

### **Equal Opportunities**

- To have due regard for the equal opportunity policy of the organisation at all times in the planning and execution of the duties of this job
- To adhere to the service aims, principles and policies of Hodan Somali Community.

## Person specification – required competencies

Competencies marked with an asterisk (\*) are those that should be assessed during recruitment. The others may be viewed as targets to be met by the end of the placement or, where listed as 'working towards', as aspirational targets for the volunteer to achieve at their own pace.

<b><u>Core Competencies</u></b>	
C1. Personal Effectiveness	Level 3 – Competent
C2. Self-Awareness and Self-Discipline	Level 3 – Competent
<b>C3. Interpersonal Skills</b>	<b>Level 3 – Competent*</b>
<b>C4. Customer &amp; Community Focus</b>	<b>Level 3 – Competent*</b>
<b>C5. Organisational Awareness</b>	<b>Level 2 – Novice* (working towards L3)</b>
C6. Health and Safety	Level 3 – Competent
<b>C7. Equality and Diversity</b>	<b>Level 3 – Competent*</b>
C8. Managing Information	Level 3 - Competent
<b><u>Non-Core Competencies</u></b>	
N1. Leadership	Not applicable
N2. Programme & Project Management	Not applicable
N3. Fundraising & Contract Management	Not applicable
N4. Managing Risk	Not applicable
N5. Financial Management	Not applicable
N6. Managing Performance	Not applicable
N7. Managing & Developing People	Not applicable
<b>N8. Analysis and Judgement</b>	<b>Level 3 – Competent</b>
N9. Networking & Partnership-Building	Not applicable
N10. Interpreting & Translation (Somali and/or Arabic)	Level 2 – Novice (Desirable)

## Specific requirements – skills and experience

- An excellent command of the English language (Essential)
- Familiarity with the use of a mobile phone, tablet or laptop (Essential)
- Ability to follow written procedures (Essential)
- Excellent communication skills and the ability to establish trust with vulnerable people (Essential)
- Ability to record, maintain and collate information (Essential)
- Extended DBS Check (Essential if working with vulnerable people)
- Ability to work effectively in a team setting (Essential)
- Experience of working in a voluntary/community organisation (Desirable)
- Knowledge of Somali language (Desirable)
- Knowledge of issues affecting Black & Asian communities (Desirable)