

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

### **Purpose**

To train 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 Trainer placements to be short-term (up to 3 months) and Supporter placements longer-term (3-12 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
- 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 another volunteer or 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.

## **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 (Essential) and the ability to establish trust with vulnerable people (Desirable)
- 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 (Desirable)
- Some experience of working in a voluntary/community organisation (Desirable)