**Keeping Digital
Foundation**

100%
DIGITAL
YORK
Confidence | Connection | Choice

Be a Digital Champion with Keeping Digital.

Digital Champions are volunteers across York who provide in-person digital inclusivity support. These sessions not only help our community keep digital, but also help combat loneliness and help keep them connected with society.

As a Digital Champion, you will support us at our Digital Cafes which are hosted across the city of York. These cafes are a space for residents to bring in any devices that they want support on, but also a chance for residents to ask us questions and also get a plan in place to support them onwards, whether that be regularly attending our cafes or starting courses with external partners (e.g. York Learning).

Your roles are:

- Supporting residents in completing tasks on their devices.
- Helping the Keeping Digital Foundation with workshops at the cafes.
- Providing a mentoring scheme where you will support a resident on a task and refer them to next steps.
- Working with the Keeping Digital Foundation to make all of our cafes and services as safe as possible.
- Reporting back to Keeping Digital Foundation to maintain a log of support given so that residents are able to pick back up support when they attend a future cafe.
- *There are also future opportunities to provide remote support to residents via a Digital City email address which you will be able to use as part of mentoring.*

You don't have to be a computer expert for this role! If you use a computer at home or at work, and perhaps help out your friends and family with tech issues, you are likely to have the skills for this role.

- A passion to help others
- Good IT and computer skills
- Knowledge of standard operation systems and software

The ability to communicate well with people

Patience and empathy

Your own transport - or good transport links

Plus, our volunteering roles are not full time! We understand that volunteering is something that you do in your free-time and so we only ask that you volunteer for at least 4 hours a month (but you can do extra if you want to!)

The Keeping Digital Foundation will run training sessions for this role to help you learn more about the scheme and also brush up on any skills that you might need.

It is a requirement to be 16+ to apply for this volunteering opportunity.