



IT and Social Media Volunteer Role Description

The Befriending Scheme supports vulnerable people at various locations across the county. We are looking for volunteers who are willing to give some time to assist with the development of IT skills as well as the maintenance of our individual social media pages at our Hub Groups. This position would suit someone who has an interest in social media and has strong IT skills that can potentially pass these skills onto our members.

What does this role involve?

A volunteer should:

- Be registered and undergo a DBS check
- Be understanding and respectful of all who attend the group
- Be mindful at all times to maintain **complete confidentiality** of clients and other volunteers (failure to maintain this could potentially lead to de-registration of volunteering status)
- Advise the Hub Area Co-ordinator if they are unable to attend and support at any pre-arranged meeting.
- Assist our clients to develop their basic IT skills such as MS word, excel, internet browsing and email.
- Use appropriate terminology and language when talking to and about clients
- Encourage active participation but remain respectful of a choice to refrain from taking part in certain activities
- Assist the Area Hub Co-ordinator to upload images and updates to our social media pages
- Exercise patience and allow sufficient time for clients with speech and language difficulties to verbally express themselves
- Value our clients' knowledge, experiences and opinions
- Assist with the promotion of The Befriending Scheme Services through social media
- Report any concerns to the Hub Area Co-ordinator regarding clients/volunteers/other matters asap
- Feel able to share ideas with the Hub Area Co-ordinator for future training opportunities
- Attend the volunteer meetings, and give appropriate feedback
- Attend training events/updates as and when able

- Ensure the claiming of expenses is carried out on a regular monthly basis

A volunteer will not be asked to meet any personal care needs

What attributes/skills do I need?

- Friendly and approachable
- Flexible
- Good communication skills
- Reliable
- Good IT skills
- A good level of competence with various social media platforms

How much time do I need to commit?

3-4 hours, once a week, sometimes less

What support will I be given?

- A member of staff will be available to give you continuous on-going support, advice and guidance

What benefits can I expect?

- Widened circle of friends
- The satisfaction of knowing that you are helping vulnerable people in your community
- Valuable experience of volunteering that you can add to your CV
- You can claim previously agreed out of pocket travel expenses
- You will have the opportunity to access our volunteer training programme to develop vital skills in working with adults with learning disabilities and/or mental health problems.

For more information and to apply for this role please contact:

www.thebefriendingscheme.org.uk