THE BUREAU



DIGITAL CHAMPION

2023/2024
VOLUNTEER
PROSPECTUS

DIGITAL CHAMPION

The Digital Healthcare Support Service

The Digital Healthcare Support Service (DHSS) is a new project delivered by The Bureau, in close collaboration with PCrefurb and their Digital Wellbeing Project. We are looking for volunteers to assist in the delivery of both of these projects, supporting those who are digitally excluded to get online and grow their digital skills. The DHSS particularly focuses on supporting people in how to use health apps, with the aim of allowing easier and more convenient access to services at GP surgeries without having to call or visit the practice, and encouraging people to manage health conditions more independently.

What will I do?

As a digital champion volunteer, you will work with people in your community to help them develop basic digital skills – you will show them how to use online services in order to help with day-to-day activities and improve their health and wellbeing.

You might be supporting people to do things like:

- Set up an email address
- Learn how to use video call apps
- Do their weekly shop online
- Order a repeat prescription or book an appointment via an app
- And much more!

Where will I be?

You might work with someone in a community venue, at a GP surgery, or in the client's own home. It totally depends on the client's needs, and your own preferences!



Emma Delany
Digital Health Lead

As the Digital Health Lead, Emma oversees the training, management and facilitation of Digital Champions so as to meet clients needs. Emma works alongside PC Refurb's Digital Wellbeing Project to inform and educate the community to use technology to benefit their health.

If you need to contact Emma, you can call the office on 01457 865722, or email emma@the-bureau.org.uk

What we can offer you

- We will train you and provide you with all the tools that you will need to carry out the role
- We will provide continual support to you and help you develop your volunteer skills
- You will be a valued key team member of a large-scale NHS project which really does change lives
- Volunteering brings many benefits to your own life, such as an opportunity to make new friends, improved mental and physical health and a chance to develop your job skills and prospects

Who we need

- Volunteers who are reliable, patient and have the ability to support people to become more confident in using devices and accessing online services
- Volunteers with good digital skills and a readiness to learn – you aren't expected to be an expert!
- Volunteers who will work with people from a diverse range of circumstances and backgrounds
- Volunteers must be over 18 years of age

For further details or to apply, please contact 01457 865722 or email lucy@the-bureau.org.uk

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