

Volunteer Role Description

Digital Buddy

Background

The Turn2us Benefits Calculator is an amazing resource for millions of people living in the UK that don't know what they are entitled to. The next step, actually applying for benefits, is a stressful process for many people. Multiple forms to fill in, alien language and lack of confidence that the situation will improve.

Turn2us Connect aims to help more people apply for the welfare support they are entitled, through a volunteer buddying system.

Volunteers also known as Digital Buddies will be matched to a person applying for benefits, aka Connections. You will be a hand to hold and a source of emotional and practical support to get someone through a stressful time in their lives.

The role can fit into your day to day routine. You can provide much needed support to someone from your living room, on your coffee break, or on the train to work. All you need is a smartphone and the drive to help people get through tough times.

Where

The flexibility of this role allows you to volunteer wherever you like. All you will need is your smartphone and access to Wi-Fi or mobile data.

When

The time of day you choose to be available for this role can be dependent on you and your Connection. Together you can agree on mutual times that fit into both of your lifestyles. You may agree to be available at 8pm, after EastEnders. Or you may agree not to agree a time, going more with the flow of when queries arise.

Time Commitment

We initially ask volunteers for a commitment of 12 weeks. After this we can have a catch up and see if you would like to continue, explore other roles with us or move on to a new challenge.

Full training will also be included. This can be completed online and should not take longer than 1 day.

Tasks involved

As a volunteer Digital Buddy, you will be matched to someone who has asked for some extra support applying for benefits.

Your role and remit is to provide emotional support and direct your Connection to the relevant information sources out there to help them get through the complex process of applying for benefits.

It is important to add that **your role is not to provide any form of advice**. Your role is providing emotional support and practical help. The boundaries of the role will all be made clear in your training.

You will be supported by a specialist volunteer called a Benefits Supporter that will help you answer complex queries and tell you when your Connection needs to see an advisor.

Skills required

- You don't need to be a benefits expert, but some knowledge or personal experience of applying would be good.
- Able to use mobile based chat apps like WhatsApp.
- Able to use the internet to research and signpost Connections to helpful information.
- Feelings of empathy and the ability to communicate that well.

Training and Support

- All volunteers receive an induction to Turn2us and relevant training for their role
- Training may be face to face or through online modules, or a mixture of both
- Volunteers are further supported by our Volunteer Projects Officer, Volunteer Support Manager and the Volunteer Support Officers.
- You'll receive regular support and updates on the work of Turn2us.

What's in it for you?

- This role is flexible, ideal for someone who wants to help others but can't commit to a regular day or time.
- You'll feel great knowing you are making a positive change to the lives of people who are struggling to get by.
- You'll be fully supported by a national charity which has achieved the Investing in Volunteers (IiV) quality mark for our volunteering programme.
- After a qualifying period of satisfactory volunteering, you'll be able to ask for a reference.
- The role will help further develop your skills and experience and will look great on your CV!

Additional information

- We will need two referees we can contact for their opinions on your suitability for this role.
- It is not mandatory, but we ask that you complete the diversity monitoring form to ensure we are involving as wide a range of people as possible.
- We adhere to current GDPR legislation and will provide you with guidance during training about storing confidential information. Your details will be stored safely and never passed on to other agencies without your prior consent.

Please see our Privacy Policy at www.turn2us.org.uk/Privacy-Policy for further information on how we will use your information.