

Role Title: Digital Skills Coach

Responsible to: Money and Digital Lead

Purpose: Your role as a Money Matters Volunteer is integral to our mission of not only enhancing digital literacy but also ensuring that individuals in need have access to essential services and support

Location: Variable, as required. It could be foodbank centres, community lounges, working from home or at our office

Hours: Variable, a commitment of at least two hours per week.

Key Tasks:

- Provide digital assistance to clients at Foodbanks and Community Lounges in Stoke on Trent helping to improve digital inclusion
- Creating a warm, supportive and welcoming atmosphere to clients
- Providing guidance and troubleshooting assistance for various devices, including mobile phones, tablets, and laptops
- Online support, including setting up email and online bank accounts
- Supporting with online applications and forms, including but not limited to, applying for blue badges and bus passes
- Carrying out benefits checks using Money Matters online benefits calculator
- Signposting clients for appropriate further support, internally or externally, as required
- Inputting data accurately, including client details, support provided and any actions that have been taken
- Scanning and uploading documents
- To develop an understanding of the role, responsibilities and boundaries of a Money Matters Volunteer
- Undertaking all tasks in line with Saltbox's policies

What's in it for you: Your dedication will make a significant difference in the lives of those you help. You'll work with an experienced, friendly team and learn new skills from them in a lively and supportive environment.

Training and supervision:

- All volunteers will receive in house training
- Supervision, as required, will be provided
- Further training opportunities may be available

Personal qualities required:

- Enthusiastic, proactive and willing to learn new skills
- Friendly and approachable manner
- Computer literate and have a friendly, confident telephone manner

Minimum age: 18

Telephone: 07880 795304

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