



RJ Weston Duffield Charity,  
Weston Centre, Tamworth Street, Duffield DE 56 4ER  
CRN 1188669



Duffield Helping Hand (DHH) Volunteer Role Description	
Role title	<b>General IT help Volunteer</b>
Objective(s) of role	<ul style="list-style-type: none"> <li>To assist clients with general, everyday IT queries.</li> </ul>
Brief description of tasks and activities to be undertaken	<ul style="list-style-type: none"> <li>To receive requests from DHH Coordinator.</li> <li>To arrive at the Weston Centre in good time.</li> <li>To listen to help needed, explain the situation to the client and advise if possible. The client should take the action themselves. Only everyday tasks should be attempted eg help with connecting to wi-fi, downloading software updates, making or altering appointments, placing orders, checking mailboxes, opening email and attachments, writing and sending emails, searching for information on-line. The volunteer must not be party to client passwords, bank details etc.</li> <li>To discuss if further support is needed and arrange a time to do so at the Weston Centre.</li> <li>On completion of task report to DHH Coordinator, discuss any problems and any ongoing arrangements have been made.</li> </ul>
Name and contact details of the person who the volunteer reports to	DHH Coordinator on 01332 840349 or emma.wcm@westoncentre.org.uk
How the role fits in with DuCS' work	<ul style="list-style-type: none"> <li>Aids effective and coordinated responses to clients' needs.</li> <li>Enables DHH to meet insurance and legislative requirements.</li> <li>Builds confidence of service users, volunteers, RJWDC Trustees on effectiveness and reliability of DHH services.</li> <li>Contributes to RJWDC achieving its charitable aims and objectives.</li> <li>Helps to combat digital exclusion.</li> </ul>
Expectations of behaviour and dress (if appropriate)	<ul style="list-style-type: none"> <li>To be pleasant, non-judgemental, friendly and honest.</li> <li>To follow all RJWDC procedures and expectations.</li> </ul>
Required person specifications (if appropriate)	<ul style="list-style-type: none"> <li>Aged over 18.</li> <li>Be competent in all IT activities undertaken.</li> </ul>
Approximate amount of time required for the role per week	Approximately 2 hours depending on number of bookings and volunteers available.
Other relevant information	<ul style="list-style-type: none"> <li>To understand and maintain confidential working practices as agreed.</li> <li>To ensure any financial or sensitive transactions are witnessed.</li> <li>To report any problems to the DHH Coordinator asap.</li> <li>To maintain and practice agreed safeguarding procedures.</li> </ul>

