



Citizens Advice Richmond

Digital Buddy – a new volunteer opportunity for the digital age

Citizens Advice Richmond (CAR) provides high quality advice to those who live, work or study in the Borough of Richmond upon Thames.

This new role is aimed at offering 1:1 support to clients who are unable or struggling to cope with online challenges including forms and applications. It will be based within the borough of Richmond upon Thames, most likely in central Twickenham - details will be confirmed.

What will you do:

- Prepare clients to go online
- Build their confidence to use the internet and reduce fear of IT and technology
- Help set up online accounts and offer online security awareness
- Assist with completing and submitting online forms, such as for Universal Credit

Qualifications/experience:

- Computer literate
- Confident using email, internet and Microsoft Office (or similar packages)
- Competent at setting up accounts (email) and attaching/uploading documents
- Able to input data and information accurately
- Patient and with a good manner to support vulnerable clients
- Be open minded and non-judgemental
- Enjoy helping people

Digital Buddies will need to undertake:

- Six weeks training of 1 day per week - split between CAR's Twickenham office and Richmond Adult Community College (RACC)
- A series of observation sessions
- Self-study through Learning and Assessment Records and online e-learning
- Regular volunteering of one day per week

What's in it for you:

- It's an opportunity to learn new skills and to develop existing ones
- A range of wider advice training is available
- You meet and volunteer alongside a variety of people in a supportive environment
- You make a real difference in your community, improve peoples' lives and influence the development of national and local policies and services

For more information, or to apply, email sid.li@citizensadvice-richmond.org.