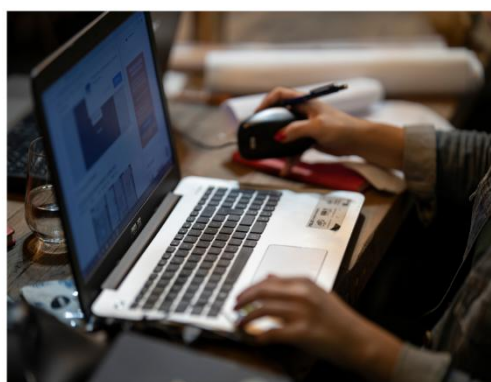


Technology Team: Volunteer Digital Learning and User Support Assistant

ROLE BRIEF



WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give. You want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone's life, when it matters most.

You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

THE AIM OF THE ROLE:

We are looking for a friendly, proactive and tech-confident volunteer to join us as a Volunteer Digital Learning and User Support Assistant. This role supports the day-to-day work of our Technology Champion and will play a key part in helping our staff and volunteers get the most out of the digital tools and platforms we use.

The focus of the role is on supporting user training and engagement, helping to build and manage Moodle courses, and responding to digital-related queries from end users. You'll be helping to ensure that our people feel confident, capable and supported in using technology to do their work.

WHAT'S INVOLVED?

Training and User Support

- Assist the Technology Champion with delivering basic digital skills training and platform-specific guidance.
- Respond to enquiries from staff or volunteers about how to use tools such as email and other Office apps.
- Help create simple guides, FAQs or video tutorials to support common user tasks.



Moodle Course Development

- Support the development and maintenance of online training courses using Moodle.
- Assist with uploading course content, formatting learning modules, and organising learning materials.
- Help troubleshoot issues for users navigating or accessing courses.

Digital Engagement

- Encourage confidence in digital tools by supporting users with patient, user-friendly explanations.
- Gather feedback from users about their digital learning needs and share insights with the Technology Champion.
- Help test new tools or features before they are rolled out more widely.

WHAT THE HOSPICE OFFERS:

- A safe, welcoming, and supportive environment
- An induction and ongoing training to support you in your role
- An insight into palliative care and the opportunity to support people at a difficult time in their lives
- The opportunity of being part of a dedicated and friendly team
- The opportunity to meet new people
- Regular events throughout the year to meet other volunteers across the organisation and for us to thank you for your contribution
- Reward and Recognition scheme to celebrate your length of service with NDH
- The knowledge you are directly contributing to the care and support offered to our patients and their families we care for

WHAT SKILLS DO I NEED?

Essential

- Comfortable using common digital tools (e.g. Word, Excel, Outlook etc.)
- Good communication skills, with the ability to explain things clearly to people with varying digital confidence.
- Friendly and supportive attitude, with a willingness to help others learn.
- Basic content creation skills (e.g. writing simple instructions, creating slides or videos).
- Well organised and able to follow through on tasks independently.

Desirable

- Experience using or administering Moodle or similar learning platforms.
- Previous involvement in delivering training or peer support, formal or informal.
- Understanding of accessibility or inclusive digital learning principles.
- Experience volunteering or working in a charity or community organisation.



WHAT YOU CAN OFFER US:

- An ability to work as part of a team
- A friendly, approachable, and non-judgemental manner
- Confidence communicating with a wide variety of people from all backgrounds
- Be able to maintain confidentiality and have an awareness of maintaining boundaries
- A sensitive, calm, and approachable manner
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all safety & infection control measures, wearing of appropriate Personal Protection Equipment (PPE) if required
- An adaptability to changing trends and requirements and a proactive approach to your role

