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**Title:** ‘Click and Connect’ Computer Drop-In Volunteer

**Basis:** Volunteer

**Safeguarding:** No Disclosure or PVG checks necessary,

**Responsible to:** Communications and Learning Centre Facilitator

**Responsible for:** Supporting individuals at a weekly ‘Click and Connect’ computer drop-in

**Context of the role:**

Bethany provides a suite of services which support people struggling with issues of homelessness helping them to: find suitable accommodation and furnish their homes, tackle addictions, learn new skills and gain employment, develop positive social networks and become active members of their local communities. This role is part of Homelessness Prevention and looks to work with vulnerable people in the local community.

**Summary of the role:**

Click and Connect is a computer drop-in held at Bethany Christian Trust’s Learning Centre. The group is for those who have suffered from poor mental health, those who are experiencing, or have experienced homelessness or inadequate housing. Volunteers are required to help participants learn new digital skills and to help signpost people to health and wellbeing support.

**General responsibilities:**

* Foster a supportive and encouraging environment through welcoming people to the group, facilitating social interactions through discussions and offering a listening ear
* Offer digital support to those attending the group, as well as offering advice and support on issues such as CV writing, health and well-being, filling out online forms etc.
* Help with the set-up and clean-up of the group, arriving on time in order to do so
* Alert staff of any concerns regarding an individual or situation within the group

**Important pre-requisites for the role:**

* Be 18 years old or over
* Have an understanding of appropriate boundaries and of confidentiality issues which may arise regarding any individual
* Be sociable and have an approachable manner, listening sympathetically and communicating effectively
* Have good time management and organisational skills
* Willing to work as part of the team, but also confident working on a more individual basis
* Have good digital literacy
* Though the role does not require the volunteer to be a Christian, they must be aware and respectful of the Christian ethos upon which Bethany Christian Trust is founded

**Location**

* Bethany Christian Trust’s Learning Centre – 65 Bonnington Road, Edinburgh, EH6 5JQ

**Pattern of hours**

* 2 hours per drop-in, plus time either side for set-up and clearing away; the group runs from 10:30 am – 12:30 am every Tuesday.
* Due to current Covid restrictions, we can only accommodate one volunteer per drop-in due to social distancing capacity. Volunteers will be expected to help at the drop-in on a rota basis every 3-4 or weeks, as well as to help cover weeks when other volunteers are unavailable.