



Links Digital Champions Project

Easy Read: Volunteer Digital Champion Handbook

👋 Welcome!

Thank you for joining the Links Digital Champions Project. You are now part of a team helping people to use the internet and digital devices. This guide will help you understand your role in a simple way.

📖 What's in this guide

- What the project will do for you
- What you need to do as a volunteer
- How to stay safe
- Who to talk to if you need help
- Travel, training, and ending your placement

🏢 What the project will do for you

- You will be told clearly what your role is and what tasks you will do.
- You will have a named person to support you.
- Your information will be kept private.
- You will be covered by health and safety and insurance rules.
- You can learn new skills through training.
- You will be treated fairly and not asked to do too much.

What you should do as a volunteer

- Follow the aims and rules of the organisation.
- Do your best and be reliable.
- Keep information about people private.
- Be polite and kind to everyone.
- Tell your manager if you can't come in.
- Be open to learning and training.
- Respect everyone equally.

Communication

- You will have meetings to share ideas and get feedback.
- You can talk to your manager about any problems or suggestions.

Comments and Complaints

- We want to know what is working well and what can be better.
- You can talk to your manager or contact James Lee (CEO) if needed.

Confidentiality

- Some people you help may share private information.
- Do not tell anyone else what they say.
- Breaking confidentiality may end your volunteering.

Safeguarding

- Some adults may need extra help to stay safe.
- If you think someone is being hurt or treated badly, tell your coordinator or a staff member.
- You can also call Derbyshire County Council Adult Services on 01629 533190.

Health and Safety

- Learn about safety where you volunteer.
- Tell staff if there is an accident or problem.
- You will not work alone – a staff member will be with you.

Fire and First Aid

- Learn where fire exits are.
- Know who the first aider is.
- Report all accidents or near misses.

Dignity and Respect

- Everyone should feel safe and respected.
- We value everyone's skills and differences.

Travel and Transport

- You will be paid back for your travel costs (like bus fare).

Insurance

- You are covered by the project's insurance when volunteering.

Starting your role (Induction)

- You will meet staff and learn about fire safety, health and safety, confidentiality and safeguarding.
- You will be shown the devices you will use.
- You will agree your schedule and get your ID badge.
- You will have a 4-week review to check everything is okay.

Training

- You must do the 'Become a Digital Champion' course on the Learn My Way website.
- It helps you learn how to support others online.

Ending your volunteering

- You or the project can end your volunteering at any time.
- Please tell your manager and complete a short feedback form.

Volunteer Agreement

This is an understanding between you and the project – not a job contract.

You agree to follow the rules and do your best.

The project agrees to support and train you, and keep you safe.