

Digital Skills Volunteer – Peterborough

Join our Information Line team and help us share valuable information about our services to the public via our social media twitter pages! Our Information Line provides expert information and support on all issues relating to deafness, tinnitus and hearing loss on a National level. It is a vital resource for people affected by hearing loss and is the only helpline for people confronting deafness, tinnitus and hearing loss in the U.K.

Where?

Orton Southgate, Peterborough

When?

3- 4 hours per week during normal office hours.

What will you be doing?

As Digital Skills Volunteer, you'll perform the following tasks:

- Creating new content tweets to share via Twitter
- Researching existing content to re-post
- Analysing our followers and identifying key social influencers
- Being involved in the development of our twitter page to increase brand awareness
- Become familiar with the range of our factsheets and leaflets and local services
- Researching and updating a recourse list of all the deaf and hard of hearing clubs in the UK, Hear to Help/ Meets and then adding them to our Twitter account.

Why do we need you?

The Information Line is often the first place someone will go to share their concerns, worries and fears about what hearing loss means and the impact it will have on their lives – particularly those who have lost their hearing later in life.

We provide free, confidential information and invaluable emotional support to tens of thousands of people across the UK. The service is available to anyone affected by deafness, tinnitus and hearing loss, allowing them to access support when they need it, at a time and in a way that's most suitable for them.

We need enthusiastic individuals to join us, so people confronting deafness, tinnitus and hearing loss can take control of their lives and remove the barriers in their way.

What skills do you need?

Here's what we think could be beneficial:

- Ideally some knowledge of how to use digital platforms, including social media- Twitter
- Experience of using computers including databases, word processing, excel, email and the Internet
- Experience in researching information and able to share your findings
- Ability to record information accurately
- Ability to explain issues in a clear and accurate fashion
- Knowledge of, or willingness to learn about, issues affecting people confronting deafness, tinnitus or hearing loss
- Friendly, reliable and approachable manner

What support will you get?

We value your time and commitment and want to make sure you are enjoying volunteering with us.

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In a recent survey, 92% of our volunteers would recommend Action on Hearing Loss as a good place to volunteer!

Regular support will be given by the Information Line Manager, especially in the early stages of your role as you settle in. You will also receive informal support from other members of the Information Line as you work together. We can help you grow your skills and gain experience and knowledge of digital skills.

Here's what our volunteers say!

“I enjoy meeting people and helping them with their queries. Hearing loss can cause frustration and isolation, leading to loss of confidence. If I'm able to improve someone's quality of life by sharing information or raising awareness of how others can help, then that's very satisfying.” RB

What training is offered?

Action on Hearing Loss offers full, on-going training for all volunteers including an induction programme and further training specific to the volunteering role. This may include:

- Training in Understanding Hearing Loss
- Volunteers also have the opportunity to attend other training relevant to their role

What will you gain?

Our volunteers receive the following benefits:

- Training – learning new skills, and gaining up-to-date knowledge of issues affecting people confronting deafness, tinnitus and hearing loss
- Experience – meeting new people in different situations, building new friendships with other Action on Hearing Loss volunteers
- Fulfilment– knowing that the time you provide will make a real difference to the people we support, and raising deaf awareness throughout society as a whole
- Expenses – all reasonable expenses incurred as a result of your volunteering will be reimbursed according to the Action on Hearing Loss expenses policy
- Opportunity to try other volunteering roles locally with Action on Hearing if available

Transport

You may need to be able to travel locally, whether by car or public transport. All reasonable travel expenses will be reimbursed, according to the Action on Hearing Loss Travel and Subsistence Policy.

What next?

Thanks for taking the time to read these details. Ready to apply for this role?

Excellent!

Please complete our online application form or, if you are interested and would like an informal chat, please get in touch with us. We would be delighted to hear from you.

Email: Volunteering@hearingloss.org.uk

Call: 01273 840960