

## About CSW Volunteers

CSW Group is a not for profit social enterprise. We deliver a range of services nationally. We provide and deliver contracts that support businesses, young people, Adults and families through key transition points in their lives. We deliver services that build aspiration and turn it into achievement, unlocking potential and developing individuals and organisations.

CSW Volunteers is the volunteering "arm" of the organisation and achieved Investors in Volunteering (iV) accreditation for 2nd time in May 2018. We recruit and place people into exciting and essential volunteering opportunities that support a broad range of our services.

We offer volunteering in a supportive and flexible environment. We give you access to a wide range of training opportunities which will help support the volunteering role you choose but will also enhance your own CV.

Your life skills, experience and motivation can make a difference to another individual. Volunteering gives you the opportunity to experience "The Feel-good factor" boost your confidence, improve your employability and might even improve your health. One thing we guarantee is you'll meet new people and make new friends. We can open up a world of new experiences through short term and longer term options.

## About the role of Young People Engagement Digital Skills Volunteer

This role is available for Volunteers across all areas of Devon, Exeter, Torbay, Plymouth and Cornwall.

CSW Transitions team work with Young People aged 13-19 who are disadvantaged through physical or learning disabilities, Mental Ill Health or other social/physical issue. The young people we work with need assistance and support with a range of life skills in order to achieve their goals and successfully move forward into the next stage of their lives. Through our support we are able to ensure each young person understands the local labor market and how their skills can align to potential career opportunities. We engage with them through their schools, colleges and communities.

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The role of Young People Engagement Digital Skills Volunteer enhances the support we can offer the Young People CSW Transitions Team we are in contact with.

Digital Skills volunteers will help support a young person on 1:1 basis to use a computer for a range of things necessary for their daily lives:

learn basic IT skills

Use the internet and email

Use on-line job websites and apply for jobs

register and use the Universal Job Match & National Apprenticeships websites

Develop, create or update their CV

Volunteers will be linked to a member of the Transitions team who will provide regular contact, supervision and support. They will liaise with the volunteer and link them with a Young Person who requires support and agree the support the volunteer is required to provide. We will match the volunteer's skills and interest with a Young Person. Volunteers will meet with the Young Person in various community venues or in the Young Persons own home.

Volunteers will deliver this support with a friendly and inclusive approach on 1;1 basis. The digital support provided will be individual dependent on what the young person wants to achieve and will be at a pace to suit them.

This role will involve lone working.

### **What are we looking for?**

You don't have to be an expert or highly trained just have good ICT knowledge, good people skills and a willingness to help a young person to increase their skills and potential.

Volunteers need to be adaptable, flexible and most of all a good communicator.

Have good Listening skills

Keen to inspire the next generation, but at the same time talk about the realities of life.

Will you be able to encourage to Young Person to explore their natural skills and abilities and most of all boost their confidence

Experience of working with Young People not essential

Experience in CV writing an advantage but not essential as guidance will be given

### **Practical Considerations**

DBS required - arranged and provided through CSW Group Ltd

Contact details for 2 referees required

Volunteers must be over 16 years old

Travel expenses will be reimbursed

Able to commit to minimum of 3 hours volunteering per month

Able to attend face to face Volunteer Induction session and complete units of online training which will be provided by CSW Group