

# Online Champion Volunteer

## Role Description

### Main purpose of the volunteer role

To provide encouragement, support and a friendly (technical) helping hand, to our ROS volunteers who run our support groups/teams.

Many of our volunteers are keen to set up online meetings and to continue to offer support and information to people in their community who are living with osteoporosis.

We know a lack of confidence and basic skills can hold them back so we are looking for friendly, supportive people who have experience in using digital tools, to help us, help our volunteers and the people they support.

### Volunteer Tasks

Tasks associated with this role could include:

- Working with our staff team to help enable our volunteers who run our support groups and volunteer teams set up committee/planning meetings as well as online public meetings
- This may include
  - Helping the volunteers plan and book meetings and send invitations, following our GDPR guidelines
  - Helping the speaker where necessary to share PowerPoint presentations.
- Helping us to encourage and enable volunteers to use their ROS email accounts to manage the meetings.
- Helping the staff team ensure that the volunteers adhere to the charities guidelines on holding online meetings.
- Other future tasks to help us with our digital support and engagement

As with all our staff and volunteers, we ask that you always represent and uphold the good name of the charity – inspiring people to support us.

We also ask that you agree to adhere to all relevant Charity policies and procedures.

<b>Place and Time</b>	<p>All the support you provide will be given virtually from your home / office.</p> <p>Support can be given at a time to suit you. We can match you to a group/team that holds meetings when you have availability.</p>
<b>Benefits to the volunteer and to the ROS</b>	<p>You will join the only UK wide organisation dedicated to finding a cure for osteoporosis and improving the lives of everyone affected by it. You will become part of a team of volunteers who are passionate about supporting people living with osteoporosis.</p> <p>Your support will make a huge difference in enabling the charity to re-engage with our volunteers and support groups.</p> <p>It will be very rewarding as you share your knowledge and help upskill fellow volunteers with IT skills enabling them to feel confident to host and access virtual support meetings.</p> <p>You will meet virtually a wide range of people and help to make it possible for them to access the information and support they need to become confident to use IT as well as live well with the condition.</p> <p>By supporting the groups / teams you will have the opportunity to build skills and knowledge about osteoporosis and bone health as well as the issues affecting people living with a long-term condition.</p> <p>You will also be given the opportunity to develop your own IT skills working with our staff team.</p> <p>Other volunteering opportunities are also potentially available and separate Role Descriptions are available if you wish to discuss these with us.</p>
<b>Training</b>	<p>Comprehensive induction training and ongoing will be provided as well as copies of our policies and procedures and an opportunity to ask questions.</p> <p>Other training, relevant to the role is available from the Volunteer Engagement Team and other relevant staff when required</p>

<b>Who are we looking for to help us in this role?</b>	<ul style="list-style-type: none"> <li>• Good IT knowledge/experience with some understanding of online meeting packages such as Zoom and/or Teams. We don't expect you to be an expert and there are staff to offer support but IT confidence and a willingness to learn is key.</li> <li>• Good communication skills. So that you can share your skills with our volunteers and help them build their own confidence.</li> <li>• A good listener, able to find out what level of support a group / team requires.</li> <li>• An ability to remain calm when there are IT issues and improvise when necessary</li> <li>• Has an interest in the work of the Charity, in learning more about Osteoporosis and in promoting good bone health.</li> <li>• A completed application form with names of two referees for new volunteers to the ROS</li> </ul>
<b>How will you be supported in your role?</b>	<p>The Volunteer Engagement Team will provide support and advice and can be contact at:</p> <p><a href="mailto:volunteerengagement@theros.org.uk">volunteerengagement@theros.org.uk</a></p> <p>As a volunteer with the Charity, you will be invited to relevant local/regional volunteer networking meetings and events virtually or face to face as appropriate.</p> <p>Out of pocket expenses, in line with the Charity Travel and Subsistence Policy and as agreed with the Volunteer Engagement Team in advance will be paid. These may include travel expenses and any phone call costs incurred.</p>