Central and
North West London
NHS Foundation Trust

Recovery College Tech Host Volunteer

CNWL Recovery College believes in, and works towards, a society where people with mental health or physical health difficulties have access to the same opportunities in life as everyone else. We support each other to recognise and develop our talents and resources so that we can become experts in our own self-care and do the things we want to do in life.

ABOUT THE ROLE

The Recovery & Wellbeing College (RWC) offers free educational courses, workshops and resources to people who use CNWL services, their supporters including friends, family or carers and CNWL staff.

The college is looking for a Tech-host role who will join the sessions in a tech capacity, ensuring smooth running of the courses or workshops from a technical point of view and assisting the trainers and participants with any IT issues that may occur. Please note that you will not be a third trainer and therefore do not contribute to the discussion of the workshop.

COMMITMENT AND LOCATION

Variable - Training sessions are a total of 3 hours, divided in 30 minutes pre-course meeting, 2-hour workshop and 30 minutes post debrief.

The sessions you will cover will be agreed in advance with the with Beto Agrela the Recovery & Wellbeing College Admissions Hubs Coordinator.

The current training calendar is available here.

We please ask you to be consistent and volunteer for at least three months.

KEY TASKS

- Attend the pre-course meeting, the training session and the post debrief
- Help hosting the Zoom call
- Manage the chat function during the session
- Support the trainer by sharing slides and moving along the PowerPoint presentation
- Manage entry into the training session, including taking a note of the register to ensure everyone booked in is in the session
- Support in setting up breakout rooms, sending students and trainers into them
- Activate feedback poll at end of workshop
- Help and support in resolving any tech issues that may arise
- To alert the trainer(s) to students who may require additional support

KEY TRAITS, SKILLS AND EXPERIENCE

- Confidence using popular platforms for training delivery, mainly Zoom , but also other platforms such as Menti
- Experience of engaging with people around the area of information technology
- Reliable -someone we can depend on and is well-organised and calm
- Good communication skills, and the patience to address IT issues with participants who may be struggling during the session
- Enthusiastic about the positive effect that technology can have on someone's life
- Confident in a range of digital technologies, e.g. smartphones, tablets, webcams, video calling
- Empathetic, compassionate, patient, tolerant and considerate

WHAT IS IN THERE FOR YOU?

- The satisfaction of helping people to access the digital world to enrich their lives
- The opportunity to develop new skills and learn
- The opportunity to help carers and the NHS in a time of growing pressure
- Full support and a range of relevant training, including Confidentiality, Safeguarding and Equality and Diversity
- Local Trust induction and orientation
- A reference for future volunteering or employment, after 6 months
- Following our expenses policy, reimbursement of agreed expenses
- You get to experience the Recovery & Wellbeing College courses first hand