

IT Training Volunteer Role Description

We are looking for friendly, caring individuals to volunteer within our IT Training groups which are at libraries spread across East Yorkshire. The classes will be in an informal teaching setting. The aim of these groups is to help people over the age of 50 to learn the basics of using a computer. This ranges from using a mouse and keyboard up to sending emails, shopping online and searching for internet for subjects that interest them. We also communicate the importance of being safe online and making sure not to click on anything they do not recognise. The clients will let the trainers know what they wish to learn.

Personal qualities and experience for this role:

- To be able to use a computer and the main software packages confidently
- The ability to create the best conditions for learning or teaching new things
- Patient and understanding
- Willing to help someone learn to use a computer
- Excellent communication and active listening skills
- Be trustworthy, reliable and committed
- Have a sense of humour!

Training:

An induction session will prepare you for your role, along with supervision at the group.

How much time is involved?

We run various classes around East Yorkshire. The classes are on a set day for 2 hours a week for 8 weeks.

Tasks:

- Getting to the library shortly before the class starts to make sure the area is clear
- Communicating with the staff at the libraries if there are any issues
- Welcoming clients and taking a register of attendance using Google Drive
- Use our resources in Google Drive and your knowledge
- Teach basic IT skills to the learns plus anything they wish to learn
- Give feedback to learners and coordinators
- If any group member needs additional support, refer them to the member of staff
- Maintain confidentiality
- Follow the organisations policies and guidelines
- If there is any change to your circumstances that may affect your volunteering, let us know

Benefits Offered:

- Full Insurance cover
- Volunteer recognition events
- References given if required
- DBS

For further information about this role:

hello@ageukhull.org.uk

01482 324644

Age UK Hull, Silvester House, Silvester Street, The Maltings, Hull, HU1 3HA