**Digital Inclusion Volunteer Role Description**

**Purpose of the role:**

To support older people to learn basic IT skills (either 1:1 or in a group setting) that could transform their lives, helping to reduce isolation and allow them to access to information we often take for granted. The sessions are also social opportunities for older people to meet, chat and help them to stay active.

**What a digital inclusion volunteer might do in this role:**

* One to one or small group IT coaching for older people
* Providing support with laptops, desktop PC’s, tablets, smart phones or cameras
* Supporting people to learn the basics of computing, from switching on their device

to getting online

* Assisting people with the specific applications they may be interested in using,

such as email, social networking, Skype, online shopping, catch up TV etc.

* Helping to install software, wireless connections or basic hardware

**Personal qualities and skills most suited to this role:**

* IT literacy and confidence with technology (to the level of being able to pass on

basic knowledge to others)

* Patience and empathy with older people
* Good communication skills, the ability to explain information in simple terms
* Enthusiasm, lots of smiles and a sense of humour
* Ability to show initiative
* A love of gadgets and desire to share the benefits of technology with older people.
* If a group session, welcome older people to the group and introduce them to others, helping with coats, opening doors.

Volunteers are matched with clients based on their experience with particular devices or operating systems, so if you are great with PC’s but unsure of iPads, we can work around this. We welcome everyday users of technology who are confident in the basics, as well as IT experts with more advanced skills.

**Location:** The majority of our volunteers are based in community venues such as libraries and cafes. Occasionally, vetted volunteers may provide IT support in a person’s home as part of the befriending service or as a one-off technical visit.

**How much time is involved?** Varied depending on the venue and the availability of the volunteer. Ideally volunteers will be able to offer between 1- 3 hours per week.

**What you can expect from us:** Age UK Barnet will cover agreed out of pocket expenses for volunteers (e.g. travel costs). We will also insure you for personal and public liability for the time you are volunteering with us providing what you do is risk assessed and agreed. We are happy to provide references for our volunteers.

We accept volunteers from all backgrounds and welcome applications from those with disabilities or health conditions.

**Responsible to:**

Howard Chapman Neighbourhood Services Co-ordinator**,** Age UK Barnet, Ann Owens Centre, Oak Lane, East Finchley N2 8JT

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