

Age UK Barrow & District, College House, Howard Street, Barrow In Furness, Cumbria, LA14 1NB

**Tel** 01229 831425, **Website** [www.ageuk.org.uk/barrow](http://www.ageuk.org.uk/barrow)

**Volunteer Opportunity – Digital Support**

Are you friendly? Do you have good IT knowledge? Do you want a rewarding experience?

**Description:**

Whilst you are volunteering, you will be working with other Age UK volunteers to deliver digital support to older clients in the community. You must have IT knowledge and be able to share your knowledge to help people older people become digitally independent.

* Work with Age UK Barrow and District staff and volunteers to deliver a basic digital Project
* Support older adults to become more digitally independent. For example, show clients how to use an Ipad or smartphone, navigate the internet, learn about and install apps.
* Demonstrate how to create electronic accounts for emails, social media, online shopping and health.
* Support older adults, whilst they are attending digital workshops
* The ability to develop a digital workshop and plan digital sessions.
* Feedback to Age UK clients progress and complete attendance sheets
* Ask clients to complete project surveys, feedback and evaluation forms

**What experience / skills are needed? (Training is provided)**

This is a flexible role that gives you the opportunity to meet new people and gain new skills. Whilst, experience of working with older adults is not essential basic IT knowledge and skills is a requirement.

* Competent in the use of IT equipment such as PCs and laptops, smartphones, tablets and software packages such as Microsoft office
* Ability to remain calm and take a problem-solving approach to address challenges
* An ability to communicate clearly and sensitively with vulnerable adults
* An ability to take initiative and create new digital activities for vulnerable adults
* A confident communicator with the ability to talk to groups of people in informal and semi-formal settings
* Able to travel to different venues in community

**What you can expect from us:**

* To be made to feel welcome and be part of a friendly and helpful team
* Appropriate and relevant training to assist you in your role
* Travel expenses
* A named person to support you in your role

If you feel you have the necessary skills and would love to be part of a great team, helping older people in the local community, then please contact **Tracey Schofield, Volunteer & Services Coordinator** on **01229 831425 or email tracey.schofield@ageukbarrow.org.uk**