

## Tech Befriender

**Service** Organisation-wide support

**Role Description** To support older adults by offering support using digital tools, such as Zoom, to connect to classes, activities, and support sessions

**Location** Home based and/or face to face

### Tasks & Responsibilities may include:

- Providing one-to-one support connecting to the Zoom platform on different devices
- Ensuring clients are comfortable when preparing to attend meetings and activities via Zoom, writing down a step by step guide for client to refer to when you have gone (email to volunteering to send to client).
- Supporting clients to setting up email account use other applications such as email or web browsers, show
- Helping clients navigate new technology, helping to connect with others

### Skills Required:

- Good listening and communication skills
- Ability to patiently give instructions, and repeat as needed
- Comfortable with different tech products – laptops, phones (Android & Apple) and/or tablets (training manual will be provided, with screenshots of different devices)
- Adherence to Age UK Croydon's policies and procedures, including Confidentiality and Safeguarding
- Ability to maintain professional boundaries

### Benefits:

- Being part of a vibrant volunteering team
- Gaining new skills
- Helping older adults reconnect with services and other support channels
- Travel expenses will be reimbursed

### Support:

- You will receive a thorough induction before you start, to familiarise yourself with Age UK Croydon's policies and procedures.
- You will have a main point of contact who is there to support you
- Full training will be given, and user manuals so you don't have to be an expert!
- Regular catch-ups so you feel confident in your role

### Time Commitment:

- This is a flexible role, and sessions can be arranged on agreement between the volunteer and the client
- Session lengths may vary but usually last one hour, once a week, and clients may need multiple sessions

**\*Role is subject to proof of ID and 2 references\***