**IT TECH VOLUNTEER**

**VOLUNTEER ROLE OUTLINE**

**Purpose of the role:**

To support older people to learn basic IT skills that could transform their lives, helping to reduce isolation and allow them to access to information we often take for granted. Promote the wellbeing of all older people and to help make later life in Hertfordshire a fulfilling and enjoyable experience.

**Supported by:** Information & Advice Service Manager

**Hours:** Variable daytime on weekdays in agreement with Manager

**Location:** Community Based

**Main Tasks:** As agreed with Service Manager and may include:

* Undertaking an initial induction programme prior to taking on own case work.
* Support an older person over the phone or via home visit at a time agreed with that person, within the guidelines and policies of Age UK Hertfordshire.
* One to one IT coaching for older people (up to four free sessions at 1 -1 ½ hours each) over the phone or via home visit.
* 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, learning hobbies, catch up TV etc.
* Reporting any worries or concerns regarding the service user to your Coordinator or the Service manager.
* Keeping accurate and proper records of contacts with service users, noting information given, choices discussed and action to be taken and by whom and report these to your Coordinator.
* Undertake regular supervision meetings with the Manager or your Coordinator.
* Signpost service users to other approved agencies, charities and organisations such as Health and Community Services (Social Services), Good neighbourhood schemes, etc.
* Refer service users to other Age UK Hertfordshire services as may be appropriate.
* Respect the confidentiality of service users and their rights to make their own decisions.
* All volunteers should read and comply with the policies and procedures of Age UK Hertfordshire.

**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, and a sense of humour.
* Ability to show initiative.
* A love of gadgets and desire to share the benefits of technology with older people.
* Ability to work independently.
* A commitment to equal opportunities.
* Reliable, over 18 years of age and have a full driving licence with use of a car.
* Willingness to learn new skills and to attend training.
* Ability to follow policies and procedures.

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. We will provide the training devices.

**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.

**Benefits:**

* References given – after successful placement.
* Opportunity to use and further develop interpersonal skills.
* Opportunity to give back to the local community.
* Opportunity to meet new people and form friendships.
* Excellent work experience.
* Free training as relevant.
* Reasonable expenses paid.

**Training:**

Age UK Hertfordshire offers training relevant to the tasks undertaken. Volunteers are urged to take advantage of this – some training may be considered essential. Informal information events are held on a regular basis.

**Additional Information:**

**Confidentiality:** Attention is drawn to the confidential aspects of this role and personable responsibility and liability under the Data Protection Act 2018. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

**Health & Safety:** The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

**Equality and Diversity Policy Statement:** We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

DBS [DISCLOSURE BARRING SERVICE]: ENHANCED

APPOINTMENT OF THIS POSITION IS SUBJECT TO SATISFACTORY REFERENCES.

**For more information contact:** [**Volunteering@ageukherts.org.uk**](mailto:Volunteering@ageukherts.org.uk) **or**

**call 01707 386 067**