

Mission Statement

Age UK Plymouth exists to care for and work with older people and their carers in and around the City of Plymouth to improve their quality of life through the promotion of choice, opportunity and independence.

Main Duties:

- To help provide opportunities for older people to learn IT Skills in a safe and supportive environment.
- Giving older people who may have never seen a computer before, the choice of learning something new
- Raising awareness of the Internet and how to access the information
- Adhering to the Age UK Plymouth's policies and procedures, such as Confidentiality, Health & Safety and Equal Opportunities
- To assist older people to learn the basics of computing as well as specific applications like shopping on-line, emailing friends and family and researching health topics
- Provide on-going IT support to beneficiaries.
- To maintain up to date records of IT training delivered and to provide this information for feedback.
- To develop IT personalised learning objectives for each beneficiary and to record and share this information for feedback.
- To visit beneficiaries in their home to set-up IT equipment and instruct in its use.
- To ensure that loan agreements are explained to all beneficiaries and to ensure that agreements are signed before the IT equipment is loaned.
- To attend regular meetings with a nominated line manager to raise potential issues and updates on the project.

Person Specification:

- Enjoy talking to older people
- Computer literacy to the level of transferring basic knowledge to older people
- Confidence, enthusiasm and an ability to deal sympathetically, patiently and sensitively with all users
- Ability to work as part of a team
- Good communication skills
- Reliability and trustworthiness
- Sense of humour
- Willingness to attend Induction Course and undertake training if appropriate to role

Hours of work:

Mornings, afternoons, evenings or full day sessions including weekends

Responsible to: Nominated Line Manager

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