**DIGITAL DEVELOPMENT (SPARKO T.V.)**

**INSTALATION AND SUPPORT**

Volunteer Role Description and Skills List

Introduction

Sparko is an interactive TV channel all about creating communities. It is an innovative new way for older people to connect with family, friends, community and local services from the comfort of their own home via their TV. Volunteers help to install & develop the service and support users to take part with online activity sessions.

The Sparko technical team will deliver full training support for the volunteer and continue technical telephone support during connections and as and when needed

Main Duties and Responsibilities

* Some knowledge of digital devices
* Able to work independently with limited supervision
* Willing & able to travel around all 3 boroughs
* Make contact with the client to confirm the agreed connection day, time and address as required
* Attend the client’s home on the agreed time/day to connect the Sparko system
* Ensure that the system is working
* Provide all relevant information & instruction to the client
* Visit clients as and when required to offer additional support with technical issues
* Provide check in calls with users to ensure members are using the system to its full potential
* Update point of contact/service coordinator with all relevant information
* To record feedback from clients and pass on to the Digital Services Co-ordinator
* To alert your supervisor/project manager of any concerns of a safeguarding nature, or requests for referrals for other services
* Be willing to undertake training important to this role (e.g. Health & safety, confidentiality, equal opportunities)
* Work to Age UK RBH guidelines and policies
* Attend regular supervision sessions

Skills List

* Experience in the audio-visual industry and/or with a TV provider
* Be able to travel independently around Redbridge, Barking & Dagenham & Havering
* Good communication skills
* Understanding of Age UK RBH’s confidentiality policy and practice
* An interest and commitment to supporting older people’s wellbeing, improved quality of life and resilience
* Ability to identify problems or concerns (including safeguarding issues) and pass on to the manager Digital Development Coordinator
* Understanding and empathy with the needs of older people
* Responsible attitude and reliability
* Patience and sensitivity
* Good sense of humour

Additional guidance

Avoid offering any additional help outside the arranged meetings that would be outside of the remit of this role or in relation to any other Age UK activities. Pass on requests for information or support about other matters to appropriate Age UK RBH staff. DO NOT provide an older person with your home or mobile telephone number or address. Any communication must be via Age UK staff or in the context of the group.

Details

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| Location | Various across 3 boroughs |
| Hours expected | 3 hours per week |
| When | Flexible, as agreed |
| Responsible to | Digital Services Co-ordinator |