

### **Introduction**

**As one of the largest voluntary sector organisations in the borough working with and for older people, Age UK Richmond upon Thames offers a wide range of services including information and advice, practical help around the home, educational, physical and social activities in our centres as well as in a variety of different venues across the borough. We welcome enthusiastic volunteers who want to share their skills and experience to volunteer with us.**

### **Role Description**

Age UK Richmond has been providing IT support and training for several years across Richmond Borough. Our fantastic IT tutors change lives, enabling older people to use smartphones and tablets and use apps such as Zoom and WhatsApp. This is a rewarding role with extremely flexible volunteering hours. In non-pandemic times we offer weekly drop-in IT clubs, ad hoc tablet workshops and one-to-one lessons. During the pandemic we have been offering remote IT help via telephone and video call. When restriction allow during covid we also teach IT lessons at the Age UK Richmond social centres in Twickenham and Barnes.

### **Specific Responsibilities:**

- Volunteers may be part of a drop-in club or workshop, offering informal help to a group of older people, alongside other volunteers
- You may also teach a one-to-one IT lesson
- You may wish to help an older person with IT support in their home (optional)
- To attend any training as may be required
- Very occasional meetings for the support and benefit of volunteers

### **Person Specification**

- Strong IT skills and a good teaching manner
- Patience and the ability to explain topics slowly and clearly
- A sense of humour!
- Liking for and empathy with older people
- Reliability and trustworthiness
- A DBS check will be required

### **Normal hours and days of work:**

Very flexible, there are opportunities to volunteer on a weekly, monthly or ad hoc basis

### **If you are interested please contact:**

Natalee White, Volunteer Recruitment Co-ordinator  
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The White House Community Centre  
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