



ROLE DESCRIPTION

IT Activities Volunteer (in person)

Responsible to:	Service Manager
Time Commitment Hoped:	2-3 hours per week across 1-2 days per week
Location:	Various locations across Sandwell
Frequency:	Weekly

About the Service

Age UK Sandwell provides a range of activities across the borough to support people to build social connections and maintain their independence. This include working with older people to offer them personalised support to overcome the barriers they are facing to getting online and to improve their digital skills and confidence, ultimately improving their quality of life.

We are looking for reliable and confident volunteers to support our expanding IT activity groups and help older people in Sandwell learn digital skills which interest them. This can range from using email or Skype to safely shopping online or using Facebook.

About the Role

IT Activity volunteers will be responsible for. Specific tasks may include:

Your role includes understanding their online barriers and facilitating the weekly activity groups.

Specific tasks may include:

- Work with older people to develop their digital skills and confidence online
- Get to know the older people you support and understand the barriers they face to getting online, helping them to overcome them
- To prepare any resources and equipment required to deliver the group
- To help promote the group and encourage attendance from older people in the community
- To set up the venue for the purposes of the activity.
- To keep a record of attendance.
- To undertake Age UK Birmingham and Age UK Sandwell induction programme and additional relevant training where required



- To attend team meetings/ supervision when required.
- Willingness to have a DBS check carried out

Personal qualities and skills most suited to this role

- Good listening and communication skills essential
- Good IT skills is essential (comfortable with various common devices like smartphones, tablets, and laptops)
- Ideally, confident in different OS systems (android, iOS, Windows) although not essential to be familiar with all.
- Patience and tact
- Can ensure attention to detail when collecting and handling older people's information, with awareness of personal data handling.
- A caring, sympathetic, sensitive manner and a non-judgemental approach.
- Commitment to understanding the needs of people older people
- Reliable/dependable/flexible
- Have a positive outlook and be committed

Time commitment

To allow time to set up and clear away after the activity we recommend a minimum of 3 hours commitment per week to run an activity group.

Activity Groups are delivered during service hours, Mon-Friday 9am – 4pm

Contact Details to Apply

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Or apply online by [CLICKING HERE](#)