

# Computer Skills Volunteer

## Role profile

**Overview:** Provide technical support at our drop-in Computer Group on a range of IT subjects

As we grow older we all face new challenges but that doesn't stop us from wanting a fulfilling independent later life. Age UK Southampton is passionate that everyone should have the opportunity to be able to make the most of later life whatever the circumstances.

As a Computer Skills Volunteer introducing older people to technology, you can have a big impact on their social life, helping them to meet new people, stay in touch with their families and connected to the world around them, reducing the loneliness and isolation some people experience in later life.

**Location:** Various locations around Southampton, see: [Computer Groups \(ageuk.org.uk\)](https://www.ageuk.org.uk/computer-groups/)

### What does a Computer Skills Volunteer do?

- Able to answer confidently on a range of IT subjects e.g. tablets, PC, digital photography, social media, anti-virus, Microsoft products, email
- Works as part of a team and on their own initiative
- Supports older people to achieve their desired outcome from the group
- Records and handles the suggested donations from attendees
- Completes basic registration and check-in processes
- Responsible for opening up and locking up the centre after the session
- Monthly reporting of volunteering hours to Line Manager

### Works with the organisation to?

- Adopt a team spirit and recognises they work as part of a team
- Keep records and support staff with information sharing and updates as required
- Report any concerns to, and attends any support sessions with, their Manager
- Attend an induction and any ongoing training required for the role
- Adopt our values and treat everyone that comes into the service with dignity and respect

**Skills, personal qualities and practical requirements most suited to this role:**

- Understand what the charity does, enthusiasm for the role and supporting older people
- Good level of computer literacy and able to answer confidently on a range of IT subjects e.g. tablets, PC, digital photography, social media, anti-virus, Microsoft products, emails
- Able to handle money
- Good spoken and written English, communication and listening skills
- Reliable and punctual, patient and understanding and enjoys helping people
- Ability to work on own initiative and as part of a team
- Able to maintain professional boundaries and work within the role description
- Able to work within our policies and procedures and treat any personal information in a sensitive, secure and confidential manner

**How much time is involved?**

A 2 hour session on a weekly basis, day and time dependent on the venue.

**Expenses and Insurance:**

We reimburse agreed out-of-pocket expenses for volunteers (e.g. travel costs) and also insure you for the time you are volunteering with us.

**Training & Development:**

- AUKS general and role-specific Induction and where possible, involvement with other areas of AUKS work to understand the range of activities provided
- All Volunteers are required to adhere to Age UK Southampton's policies and procedures at all times, including, but not restricted to, safeguarding, lone-working and confidentiality policies.

**Responsible to:** Volunteer Mentor, Head of Services and Support Services Team Leader