

Volunteer Role Outline and Person Specification Computer Drop-in Volunteer

Our Mission Statement

Age UK Sunderland aims to promote the well - being of all older people throughout the City of Sunderland, improve their quality of life and help them to maintain independence.

Role Outline:

To facilitate Computer Drop-in sessions, provide individual support and guidance to each client as requested and ensure clients sign the register.

Main Duties:

- To provide guidance, knowledge and support to older people who access our computer drop-in sessions
- To explain and demonstrate how to use various IT software packages such as Word, Excel, Ancestry etc.
- To provide clients with assistance and support in accessing the Internet for a variety of purposes such as obtaining information, emails and entertainment etc.
- Provide guidance of how to stay safe while using the Internet
- To operate the photocopying machine as requested
- To provide assistance in the use of Smart Phone, or, Tablets and help resolve simple issues
- To welcome participants and keep a register
- To Promote Computer Drop-in sessions
- Keep up to speed with advances in technology

Specific Responsibilities:

- To be willing to undertake induction training and any further training as required
- To participate in gatherings for the support and benefit of volunteers

Person Specification:

- Good understanding of various technologies
- Good understanding of various software packages and how to use them
- Good understanding of how to navigate and stay safe when using the Internet
- Good communication and listening skills
- An understanding of the need for confidentiality
- Approachable, display empathy with older people
- Patience, non-judgemental and have a sense of humour
- Reliable and dependable
- Good organisational Skills

When & Where:

- Computer Drop-in sessions take place at the Bradbury Centre on a weekly basis, Tuesday's & Thursday's. Morning session 09:30 until 13:00 and afternoon sessions 13:00 until 16:30.

Hours of Work:

- Usually one or two sessions per week (3.5 hours to 7 hours per week).

Responsible to:

- ActivAge Manager

Expenses:

- Age UK Sunderland will repay any agreed expenses (e.g. travelling) on production of receipts/bus tickets/mileage report. Forms to be completed monthly.

PLEASE NOTE: This post is subject to an Enhanced DBS clearance. This means that this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and any unspent convictions must be declared.

This post is subject to a 6 - 8 week trial period.