



Role Outline

Job Title: Digital/IT Volunteer

Department: Health and Activities

Place of Work: Health and Activities Hub, Meadowcroft, Bromborough

Hours of Work: Various between 09.00am and 16.30pm

Responsible to: Lead for Health and Activities

Purpose of Role:

To assist members of the public who attend IT classes and sessions.

These can be in the form of drop-ins and one to one session.

Knowledge of various IT formats i.e. laptops, tablets, Ipads and smart phones is desirable.

Main Tasks and Responsibilities

- Supporting our community with digital skills.
- Work in a helpful caring and confidential manner.
- Be self-motivated and sensitive to the needs and wishes of the individual.
- Work within boundaries set (as per guidance)
- Work within Age UK Wirral's Health and Safety guidelines.
- To undertake appropriate training as required.
- To adhere to the policies and practices of Age UK Wirral.
- Ensure that your work and attitude always reflects the aims and objectives of Age UK Wirral.

Requirements

Essential	Desirable
<ul style="list-style-type: none">• Understanding of confidentiality• Understanding of the boundaries of the role• Ability to dedicate a regular time slot to volunteer• Respect and understanding for older people• Good Computer Skills• Honest and trustworthy• Good communication skills• Patience and sensitivity• Understanding of how to refer into other Age UK Wirral service or departments	<ul style="list-style-type: none">• Previous experience of working with/caring for older people• Digitally Skilled

DBS Check Required

Training Given

A training programme will be given to new volunteers before they begin. Subsequent training will be delivered at regular intervals.