**Volunteer Role Outline**

**IT Training or Assistant Training Volunteer**

Age UK South Lakeland provides a wide range of IT support to older people and you may be involved in one or more aspects of this work according to your skills and interests.

The IT volunteer role may involve one or more of the following:

* Running courses in Basic IT to older people who are inexperienced in information technology, using materials produced by Age UK South Lakeland.
* Assisting trainers in one-to-one coaching role to support learning in these courses.
* Assisting with IT Drop-In sessions for people who have problems with their laptop, tablet or other device
* A small number of our clients require vists in their own home
* Assisting with helping people to access social media and local activities from their home computer

The aim of the courses is to introduce older people to computer basics, working online and email, using Microsoft Office, Internet Explorer and Outlook.com

Some of our clients may never have used a computer before, so they are offered the opportunity to learn in safe and supportive surroundings.

**Skills and Experience Required**

* Computer literacy to the level of transferring basic knowledge to older people in a simplified and clear manner.
* Teaching or training skills are especially welcomed.
* Confidence, enthusiasm and ability to deal sympathetically, patiently and sensitively with all clients
* Good communication skills
* Reliability
* Understanding of the need for confidentiality
* Sense of humour
* Willingness to comply with the policies and procedures including Health & Safety, Confidentiality, Equality & Diversity.

**Location**

Some of our work takes place in a clients home. Courses and drop-in sessions take place at the Gateway Centre in Gillingate, Kendal. Other locations will be used by prior arrangement between the Volunteer Support Officer of AUKSL and the volunteer.

**Time Commitment**

By prior arrangement, when courses are planned. Home visiting will take place during Monday to Friday between 10.00hours and 16.00hours by mutual agreement.

**Training Requirements**

It is expected that each volunteer will shadow and assist a trainer who is experienced at running the Age UK South Lakeland IT courses, and then take over the running of courses once they feel confident to do so. Training will be provided appropriate to the specific project you are involved in.

**Person Specification**

* Teaching or Training skills
* Good communication skills, listening, patience and tact
* Positive attitude to older people and their needs
* Ability to work alone and manage a classroom situation
* Ability to follow a programme of learning, or to teach flexibly when required.

**Other Support**

* Use of a car and a full, clean driving licence will be an essential requirement of this role. Volunteers are responsible for ensuring that their vehicle insurance policy covers “Business Use” and the mileage rate paid is intended to cover any extra cost.
* Travel expenses on public transport will be fully reimbursed, on production of a receipt or used ticket as well as any necessary car parking expenses incurred.
* A Disclosure and Barring check will be required for this role at no cost to the volunteer.
* There will be opportunities to meet with other Age UK South Lakeland volunteers at volunteering events and you will be kept informed about volunteer opportunities available within Age UK South Lakeland.
* Whilst volunteering for Age UK South Lakeland you will be covered by our Public Liability insurance.

**Information Security**

*“As a Volunteer with Age UK South Lakeland you may see or hear personal information relating to people who use Age UK South Lakeland services, as well as fellow volunteers and employees. You may also see or hear confidential information about Age UK South Lakeland itself. We have policies and procedures that volunteers must follow relating to information security, confidentiality, records management and the handling of personal data which enable us to meet our data protection obligations.*

*Advice on how to respond to a request for information you believe is confidential or sensitive from people or organisations outside Age UK South Lakeland must be sought from your line manager. It is also important that you are familiar with the support network open to you within the organisation should you need to discuss any information you have been given.*

*If you do not follow the organisation’s rules regarding the control of relevant information (Information Governance) we may consider that you have not met our expectations of you as a volunteer, which may lead to your opportunity to volunteer being withdrawn.”*