Digital Learning Volunteer

**Helping people to use computers and other devices for their day to day life.**

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| What would I be doing? | * To help and support people with IT learning and develop their skills and self-confidence.
* Listen sympathetically and help library users to work out solutions to their learning problems.
* To assist the library staff in supporting library users with ICT skills, offering increased opportunity for group and one to one coaching.
* Areas covered could include:
* using computers, laptops and mobile devices;
* basic internet use: browsing, searching, evaluating websites, basic advice on internet safety and email setup;
* helping people to use online public services (gov.uk);
* communication; social media, sharing photos, Skype/Facetime
* finding health information;
* shopping online;
* job searching;
* promoting lifelong learning;
* signposting to further support;
* helping with ICT promotions.
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| Am I right for this opportunity? | This role would suit someone who:* has good communication and listening skills;
* is able to explain simple technical terms used in computing;
* is competent in IT with an interest in sharing knowledge and skills;
* has patience, flexibility and a good sense of humour;
* has a friendly and approachable manner with an ability to encourage and motivate.
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| What will I get from volunteering? | This role would help you to:* gain experience of planning, delivering, promoting and helping with ICT learning activities;
* gain experience of working with people;
* increase self-confidence;
* get valuable training and experience that can be included in CVs and job applications.
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| When can I do my volunteering? | Sessions, activities and events take place throughout the year at varying times during the week. You will be able to state a preference for the times that you are able to volunteer with us. |
| Where will I be volunteering? | You will normally be expected to volunteer in a library. Library events and activities occasionally take place at other non-library venues. |
| Who will be there with me? | Library staff, other volunteers. |
| Support and review | Regular support and guidance will be given by a named library contact.There will be 4 week trial period to ensure that all is going well – another volunteer role may be suggested if the trial period has shown that this would be better for both parties. |
| Training, resources and information | A full induction will be given, and further training offered where appropriate. |