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. |
| 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. |
| 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. |
| 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. |