

Volunteer Position Description

Program	Technology Troubleshooting for Seniors
Volunteer Title	Technology Troubleshooting Volunteer
Reporting to	Centre Activities Coordinator

Purpose:

The purpose of the role is to provide face to face technology support to older adults, quick fixes, and evaluation of issues with their devices. Possibility to also help with redirecting clients to available online resources through the Government funded program "Be Connected" or other online support.

Role Responsibilities

- Assisting older adults for quick troubleshooting and basic questions regarding their devices; computer, laptop, iPad, and/or smart phone, once a month on the third Friday between 10.00am and 12.00 noon; or as arranged with the Coordinator.
- Providing solutions and quick fixes if possible, and / or a diagnosis and evaluation of the next steps.
- Informing about e-safety.
- If applicable, introduce clients to the "Be Connected" program for older adults (redirecting clients who need further information or support to online resources) or to other similar online resources available to them.
- Make the client feel welcome.

Qualifications

- Experienced in troubleshooting / and possibly with teaching people about use of technology.
- Ability to assess capabilities and current knowledge of a client/customer and quick evaluation of issues with their devices.
- Awareness of the range of programs available on the devices.

Benefits

- Satisfaction of providing a service where older adults will be benefited.
- Access to free volunteer training and workshops

- Opportunity to work with others

Background Checks	National Police check/ Reference check
Commitment	Minimum 6 months.
Scheduling	As arranged with the Coordinator
Volunteer Role Location	Senior Centre at Mosman Council

Work Health and Safety Responsibilities: (as per Volunteer Manual pages 10 & 11)

As a Volunteer of Mosman Council, you have to:

- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as you are reasonably able, with any reasonable instruction that is given by Mosman Council (to comply with its responsibilities under the WHS Act).
- Co-operate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to volunteers.
- Participate in training.
- Keep the workplace safe, clean and tidy.
- Cooperate with Site Safety Rules.
- Cooperate with safe work method statements, standard operating procedures and controls.
- Report all incidents, hazards, near misses and injuries to your program coordinator with 24 hours and assist in completing an incident report form.
- Participate in emergency response rehearsals and reviews.
- Wear and maintain provided Personal Protective Equipment (PPE).
- Manual handling.

Medical conditions:

- It is the responsibility of the Volunteer to inform Council staff, if at any time you are prescribed medication and/or acquire a medical condition, injury or illness that may affect your ability to perform your volunteering role.
- A medical certificate may be requested before you can begin or resume the volunteer role, which should state any limitations to your capability. The Volunteer Coordinator/Program Coordinator may attempt to adjust the role accordingly, however, this may not be possible and you may be referred to a different volunteer position or requested to take time to recover.

Acknowledgement:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Volunteer's Name (printed):.....

Volunteer's Signature:..... Date:.....

Volunteers Office/
Program Coordinator:..... Date:.....