



Volunteer Role: Getting Started digital skills tutor

Our Organisation

Age Action supports and advocates for equality and human rights for all older people. Everything we do is based on a recognition of the diversity of identity and situation among older people and a concern for equality for all older people. Our work is driven by an organisation that is professional in its operations and lives out its values of **dignity, participation, diversity, social justice, and professionalism.**

About Getting Started

Getting Started: As part of our fight against digital exclusion, Age Action's Getting Started programme offers free, one-to-one, volunteer-led training in digital literacy, supporting older people to get online, or use their smart device with confidence. All of our tutors are volunteers.

Tasks:

Getting Started Classes are learner led, so the type of tasks you might be asked to assist with may vary, but some examples include supporting learners to:

- Use Smartphone/Tablet.
- Send and receive emails.
- Download and upload apps in their phone .
- Transfer photos from their camera to a computer.
- Look up flights.

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- Use programmes such as Zoom.
- Navigate the internet.

Skills, Experience & Qualities Required

- Fluent level of English.
- Basic IT skills.
- Ability to relate well to older people.
- Patience.
- Welcoming manner.
- A commitment to Age Action's Values.

Time Commitment

Most of the courses run for two hours once a week for five to six weeks.

Most classes take place in the morning or afternoon. We run a very limited number of evening courses. We do not run classes at the weekends.

Location:

You will be assigned to Getting Started Classes within your local community.

Application process:

- Complete Volunteer application form.
- Reference checks.
- Develop Officer gets in touch (this person will be your main point of contact and Supervisor during your time with us as a Volunteer).
- Training Completed by Volunteer on Elearning Platform.
- You're ready to start volunteering!

You will receive the following supports:

- Initial induction and training about the role.
- Ongoing support and Check ins.
- A monthly Age Action Newsletter.
- Invitations to Age Action Monthly Volunteer zoom meetings.
- Flexibility to adapt the role if your situation changes.
- Insurance cover.

Benefits you will receive as a volunteer:

- Gain skills in communication and working as part of a team.
- Opportunity to progress into other roles in Age Action
- Gain confidence.
- Make a difference.
- Opportunities to meet different kinds of people and make new friends.
- A chance to be part of the Age Action volunteer community.