

Volunteer Position Statement

POSITION TITLE	Arts, Culture and Tourism Volunteer (Digital Mentor)
REPORTS TO	Lifelong Learning Officer – Mature Aged Services
CLUSTER	Service Delivery
DEPARTMENT	Arts, Culture and Tourism (ACT)
TEAM	Lifelong Learning and Audience Engagement
EFFECTIVE DATE	To be confirmed with volunteer

ROLE PURPOSE

Digital Mentors are Volunteers passionate about helping individuals use the Internet and everyday technology to participate in our digital world. Digital Mentors will assist with the delivery of programs, and assist library customers with one-to-one technology help. Volunteers will have the opportunity to tailor their participation based on interest and availability.

CORE TASKS

- Provide one-to-one assistance to older Australians, using computers and the internet, to improve their digital skills.
- Assist with the delivery of technology programs in small group settings, by supporting individual attendees
- Attend volunteer group meetings, training and feedback sessions as required.

This position:

- will involve 2-3 hours a fortnight between 10am-3pm, Monday – Saturday
- will involve attendance at training and briefing sessions as required
- will be located at a Lake Macquarie City Library, based on discussion with volunteers

CRITERIA

- Willingness to learn, take direction and work as a part of a team
- Good communication skills
- Working with Children Check and Police Check
- Able to work unsupervised
- Ability to use a range of digital devices, including tablets and computers
- Interest in technology and empowering others, especially older Australians

REQUIRED TRAINING

- Council Induction
- Site specific inductions for programs
- Be Connected Digital Mentor training

CONDITIONS OF SERVICE

The incumbent is required to comply with Council's Code of Conduct, policies and procedures, and other conditions of service outlined during training and induction.

VOLUNTEER NAME	
SIGNATURE	
DATE	