



## VOLUNTEER OPPORTUNITY

### Digital Support Volunteer

Digital technology has been an integral part of many people's lives. At the Frog Hollow Neighbourhood House, a long-standing non-profit serving the Hastings-Sunrise neighbourhood for more than 50 years, we understand that while technology has connected many people, some seniors in our community have been left behind due to the lack of access to devices or digital skills. Hence, we are seeking Digital Support Volunteers to be matched with 1-3 seniors to provide digital literacy tutorials for seniors 50+. The goal is for seniors to stay active, engaged, and connected to their communities through using digital devices with confidence – from little to no knowledge of technology usage to independently using technology at home.

If you consider yourself a caring and patient individual with excellent computer savviness, then this volunteering opportunity is tailor-made for you!

Criminal Record Check (CRC) will be required.

**Position:** Digital Support Volunteer

**Hours:** Minimum 4 hours/week

**Availability:** Business hours 9am to 6pm; Monday to Friday

**Locations:** In-person at Frog Hollow Neighbourhood House @ 2131 Renfrew Street, at clients' residences, public spaces (café, public library, etc.), by phone, or virtual platform

**Timeline:** Application – Last week of April 2023

Orientation & Training – May 2023

Start – June 2023

#### Duties and Responsibilities:

- Provide one-on-one tutorials to older adults to enhance their digital skills in navigating the digital world, accessing services and connecting with friends and families
- Teach older adults digital jargons (e.g., *Wi-Fi, Internet, Online*, etc.)
- Support older adults with setting up Internet in their households
- Set up and customize clients' electronic devices with preferred applications (i.e., MS Teams, WeChat, Zoom, etc.)
- Maintain confidentiality and security of all client information
- Assist in recruitment of seniors who may benefit from this program
- Attend bi-weekly sessions with the Program Coordinator and/or program staff for debriefing and information sharing purposes

**Benefits for applicants:**

- Gain experience working with older adults
- Make a positive impact for older adults in the community
- Explore a career with a local non-profit community organization
- Opportunity to learn new digital skills
- Improve communication skills while working with an all-ages team
- Fulfill graduation requirements – reference letter may be available

**Training & support provided:**

- Comprehensive and ongoing training on tips on how to work with seniors
- Modules of digital curriculum
- Weekly Meeting with the Program Coordinator and/or Program Staff for debriefing, information sharing and/or case conferencing purposes

**Qualifications:**

- Interest and/or experience in working with older adults
- Medium to advanced knowledge in navigating the virtual world (i.e., emails, social media, video calls, installing apps, online security, etc.)
- Additional language competencies beyond English is an asset
- Experience working in a non-profit or public service context is preferred
- Strong communication skills (writing and speaking in English)
- Access to computer, phone, and Wi-Fi
- A strong attention to detail
- Proven ability to work interdependently in a collaborative environment with colleagues in a small team environment
- Commitment to and ability to meet deadlines

Please apply by submitting a copy of your resume by to [volunteer@froghollow.bc.ca](mailto:volunteer@froghollow.bc.ca)

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