



VOLUNTEER OPPORTUNITY

Digital Support Volunteer

Frog Hollow Neighbourhood House is a community service organization serving the Hastings-Sunrise community. **We are looking for patient and caring individuals with excellent computer savviness! Cantonese-speaking individuals will be prioritized.** Working collaboratively and under the general direction of the Seniors Program Coordinator, the Digital Tutor will work with a culturally diverse team in support seniors 50+ years of age.

Digital technology has been an integral part of many people's lives, even more so during the COVID-19 pandemic. However, while technology has brought connection between many people, some seniors in our community may be left behind due to the lack of access to devices or digital skills. Hence, we would like to change this!

We are seeking Digital Support Volunteer to be matched with 1-3 seniors to provide digital literacy tutorials for seniors. 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.

Criminal Record Check (CRC) will be required.

Frog Hollow Neighbourhood House is committed to providing a safe environment for all its staff & volunteers. COVID19 pandemic policy and procedures are constantly been updated in alignment with public health orders.

Position: Digital Support Volunteer

Hours: Minimum 4 hours per week

Method: Available by phone, online or in-person*

* **Locations:** Frog Hollow Neighbourhood House [2131 Renfrew Street, Vancouver](#)
Clinton Park [2690 Grant Street Vancouver](#)

Duties and Responsibilities:

- Provide one-on-one tutorials to older adults to enhance their digital literacy
 - o Educate older adults with digital terms (i.e., wifi, internet, online, etc.)
 - o Teach older adults with digital skills to navigate the digital world, access services and connect with friends & families.

- Set up and customize clients' electronic devices with preferred applications (i.e., Zoom, Skype, WeChat, etc.)
- Maintain confidentiality and security of all client information
- Assist in recruitment of seniors who may benefit from this program

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 not-for-profit and 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 training on a) tips on how to work with seniors as well as b) modules of digital curriculum will be provided
- 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, surfing the internet, online security, etc.)
- Additional language competencies beyond English is required (Cantonese).
- Experience working in a not-for-profit or public service context is preferred
- Strong communication skills (writing and speaking in English and Cantonese)
- Access to wifi, computer, and/or phone
- 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 requesting volunteer package at volunteer@froghollow.bc.ca

Frog Hollow Neighbourhood House,
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604-251-1225

Thank you for your interest.