

Position Description – Digital Mentor

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Job Title	Position Objective (How this job adds value)
Volunteer Digital Mentor – ‘Be Connected’ Program	To assist the City of Bayswater to provide group and one on one technology support to older people as part of the ‘Be Connected’ training program at Morley Library.
Classification	
Volunteer	

Directorate	Branch	Location	Reports to
Community and Development	Libraries	Morley Public Library, 240 Walter Road West, Morley	Librarian

Benefits:	Time Commitment
<ul style="list-style-type: none"> Tea / coffee/ biscuits during shifts Invitation to City of Bayswater volunteer celebrations. Free training and opportunity to gain practical experience. 	1 to 3 hours a week, Monday to Friday during Library business hours.

What you will deliver:
<ul style="list-style-type: none"> High levels of customer satisfaction. Attendees supported and empowered to gain basic digital literacy skills and confidence.

Responsibilities
<ul style="list-style-type: none"> Complete the ‘Be Connected’ training and attend upskilling and development sessions as required. Assist older adults (50+) with technology and online basics, e.g. downloading apps, completing online forms, setting up an email account, etc. Assist staff during group computer training sessions to help participants complete ‘Be Connected’ online modules Undertake weekly one on ones to assist participants with simple technology queries Attend small group training sessions twice a month Be punctual and inform staff in advance if unable to attend Maintain safe work practices in accordance with Occupational Safety and Health (OSH) legislation and council policies Work within the City of Bayswater's <i>Volunteer Code of Conduct</i>.

Requirements of the role:
<p>Essential:</p> <ul style="list-style-type: none"> Competent use of computers, handheld devices, email and Microsoft software Understanding of the varied functions of the Internet Strong customer service, problem solving and communication skills Confident in communicating with people of diverse backgrounds Ability to be patient and provide instruction in a way that it is easy to understand Ability to work independently with a participant. <p>Desirable:</p> <ul style="list-style-type: none"> Previous experience or interest in working with older people Experience in tutoring or teaching.

Required Training:

- Compulsory training provided
- Orientation, induction and Occupational Safety and Health (provided by the City of Bayswater)

Qualifications, Licences and Clearances

- Compulsory training provided
- Orientation, induction and Occupational Safety and Health (provided by the City of Bayswater)
- National Volunteer Police Check (paid for by the City)

City of Bayswater Values**Accountability - Doing it right**

We do what we say we will do the right way and on time. Working together we take responsibility and pride in delivering quality service in an efficient way.

Excellence - Doing it well

We are a "can do" organisation where we are responsive, efficient, professional, friendly and positive, continually striving for service excellence.

Innovation - Doing it better

We challenge the status quo through embracing change and thinking outside the box to broaden our horizons.

Respect - Doing it together

We respect and care, promoting a positive, safe and inclusive workplace where people contribute and feel part of a team, values, listened to and acknowledge.