

North Bristol Advice Centre

Get Online Mentor Volunteer Role Description

Title:	Get Online Mentor
Responsible to:	Nicola Green
Location:	The Gain Space, Lockleaze, Bristol
Days/times:	Tuesday mornings 10.00am - 12.30pm or Wednesday afternoons 1.30pm - 4.00pm

Main aim: To support the weekly online drop-in, helping people use computers, tablets and smartphones to access the internet and learn basic IT skills.

Experience and skills

- Confidence in the use of IT and the internet, including email, comparison sites, online form filling and social media.
- Good communication skills and a helpful and open manner
- A willingness to work with people of different ages with varying abilities
- Reliability and commitment
- An interest in researching relevant websites and apps which may be useful to clients

Tasks and responsibilities

- To welcome people to the drop-in and create a friendly, supportive environment
- To help people feel confident about using computers, tablets and smartphones and going online by providing the appropriate support to meet their learning needs.
- Ability to identify and signpost clients to new and secure online learning tools.
- To work as an effective member of NBAC's team, giving and receiving support and working co-operatively
- To keep accurate records of the work undertaken
- To adhere to NBAC's volunteering policy
- To attend an induction and any ongoing training