

ACE IT VOLUNTEER TELEPHONE HELPLINE TUTOR



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| Name of Volunteer | |
| Background | ACE IT Scotland exists to advance the knowledge and connectivity of older people in Edinburgh. Through coaching and empowerment, we aim to improve the wellbeing, independence and active involvement of older people as citizens. |
| Role Purpose | The purpose of this role is to support people over 50 to improve and advance their IT knowledge using telephone appointments. |
| Specific Tasks | Assist our learners by telephone (or video calls) to improve their IT knowledge Talk through any IT problems they have and discuss with them how they can fix it |
| Skills & Qualities Needed | Essential qualities of this role are: Patience and understanding. Knowledge of working with a computer, smart phone or tablet. Enthusiasm for helping others to enjoy the benefits of IT that we take for granted. A willingness to abide by ACE IT's policies. |
| Commitment | We ask for a minimum commitment of 2 hours per week, depending on demand. Telephone appointments will be arranged when both parties are available. |
| Support & Training | A minimum of two sessions will be spent observing one of our experienced volunteers in a video call session before your first solo session. Any relevant training that may be required will be identified and you will be offered this when necessary. All volunteers will have regular supervision to feedback on progress, discuss future development and air any issues. |
| What's In It For Me? | Be part of a supportive team Develop your communication skills Develop coaching skills Having a rewarding experience making a difference in the lives of older people |
| Location of Volunteering | Home based |
| How to Apply | To apply for this role, please fill in the attached application form and return it to: Katie@Aceit.org.uk . After we have received your application form, we will invite you to the office for an informal chat before progressing with your application. An enhanced disclosure check will be required for this role, this will need to be sent away and returned before you are able to go into the home. Training can be conducted during this period. |
| Questions | If you have any further questions about this role then please do not hesitate to get in touch with: |

ACE IT: Room 2, 25 Nicolson Square, Edinburgh, EH8 9BX

Telephone: 0131 667 2053 / 07737 738 551- Website: www.aceit.org.uk

Scottish Charity Number: SC036315

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| | <p>Katie Innes – Development Coordinator</p> |
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Katie@aceit.org.uk

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