Tablet Volunteer Role Description

MAECare has secured funding for a project around encouraging and supporting older people to use tablet computers to help reduce the isolation and loneliness experienced by older people in the MAECare area – Moortown, Moor Allerton, Shadwell and Alwoodley. We are looking to recruit a team of volunteers whose role will be to help and support older people in the use of tablet computers.

With the support of a volunteer, we anticipate that the use of a tablet computer will make a positive intervention for these individuals, enabling them to connect with family and friends.

Volunteers need to confident in the use of digital technology and the use of tablet computers. Volunteers should have the skills required to pass on their knowledge and expertise to older people.

The volunteers will be training older people in:

- the basic use of a tablet computer
- the basic use of the internet
- the use of email
- the use of Skype, Facebook and other social media

Tasks and responsibilities to be carried out by the volunteer include

- Proficiency in the use of tablet computers
- Ability to support older people in the use of a tablet computer either in a group or on a 1:1 basis
- Being prepared, where necessary, to visit the older person in their own home to deliver training. The volunteer will be accompanied on their first meeting in the client's home
- Have the ability to pass on their skills and expertise to older people
- Introducing an older person to using the tablet to a basic level.
- Supporting the older person to overcome any barriers to the use of the tablet.
- Supporting MAECare staff to encourage and motivate the client to be more physically and socially active
- Attending 1:1 support sessions with the project worker
- Contributing to the collection of information for evaluation purposes.

Skills & experience required by the volunteer:

- Good listening and communication skills
- Confidence in the use of digital technology
- Confidence in the use tablet computers
- A caring, sympathetic, sensitive manner and a non-judgemental approach.
- Willingness and confidence to work without direct supervision
- Reliable, dependable and flexible.
- Understanding of confidentiality (working with MAECare policies and procedures, training provided).
- An understanding of the needs of older people.
- An empathy with the needs of older people
- Have a positive outlook and be enthusiastic.

Time commitment:

Whilst there are no minimum and maximum time expectations, volunteers will need to commit to the project on a regular basis. The level of support needs of the older people around using tablet computers will vary considerable. We would hope that volunteers will be able to give a minimum of one hour per week to the project.

All volunteers will receive an induction into MAECare before commencing their volunteering duties and will receive training on safeguarding, boundaries and confidentiality issues.

All volunteers will receive out of pocket travel expenses.

Any volunteer working in a client's home will be required to have a DBS check. This will be arranged and paid for by MAECare.