

# Literacy Society



of the North Okanagan

## DIGITAL LITERACY PROGRAM

### Job Summary

Digital support volunteers help adults learn how to perform basic functions on their preferred technical devices such as iPads, iPhones, Macs, PCs, Android tablets & phones, and Readers. They work one to one with the client with tasks such as sending emails and attaching pictures/documents to email, sending/receiving text messages, accessing social media, managing photos, or accessing information. Volunteers may also assist at workshops.

### Program Description

The program is managed by a Coordinator, who oversees the volunteers and liaises with the various organizations and facilities. The volunteer and learner will meet at the Literacy Society office or at the Okanagan Regional library. Clients bring their own devices. Volunteers typically meet with 2 learners for 1 hour each per session per week. The program currently runs from September to May.

### Responsibilities

- Attend a training session/workshop
- Committing to a pre-arranged schedule – usually 2 hrs per week
- Notifying the Coordinator promptly if there are any changes or concerns
- Meeting clients only during scheduled visits
- Reporting as requested by the Coordinator
- Following all other program protocols for health and safety

### Qualifications

- Fundamental knowledge of typical operating systems – iOS, android, Windows
- Teaching/instructional/presentation experience
- Excellent communication and record-keeping skills
- Enjoy troubleshooting and working with people including seniors, newcomers and persons with disabilities.
- Current Criminal Record Check or willing to get

Please send a completed application form to [digitalsupport@literacysociety.ca](mailto:digitalsupport@literacysociety.ca)

Thank you for your interest in this program! You will be notified shortly.

Literacy Society of the North Okanagan  
4705A 29<sup>th</sup> Street, Vernon, BC V1T 5C1  
Phone: 250.275.3117  
[www.literacysociety.ca](http://www.literacysociety.ca)      [info@literacysociety.ca](mailto:info@literacysociety.ca)

