



DIGITAL LITERACY PROGRAM VOLUNTEER

Job Summary

Digital Literacy volunteers help adults learn how to perform basic functions on their preferred technical devices such as iPads, iPhones, PC's, or Samsung tablets and phones. Volunteers work one on one with the learner and are matched according to their skillset. They help with basic tasks such as sending emails and attachments, sending/receiving text messages, accessing social media or searching for information. Learners bring their own devices. Volunteers may also assist at small-group beginner workshops held at the Literacy Society.

Program Description

The program is managed by a Coordinator who oversees the program, supports the volunteers and is responsible for the scheduling. The one-hour support sessions occur at the Literacy Society or the Okanagan Regional Library, Vernon Branch. Additional locations may be arranged with community organizations interested in offering the program to their clients or residents.

The program is *not* designed to help with technical repairs/issues. The program typically runs September through June, however some summer sessions may be offered.

Basic Responsibilities

- Attend a training and orientation session with the program Coordinator
- Commit to a pre-arranged schedule – usually 2 hrs per week
- Keep records and reports as requested by the Coordinator
- Follow all other program protocols

Preferred Qualifications

- Fundamental knowledge of common operating systems – iOS, android, Windows
- Comfortable assisting others or previous teaching or instructional experience
- Excellent communication and record-keeping skills
- Enjoy troubleshooting and working with people including seniors, newcomers and persons with disabilities.
- Current Criminal Record Check

Applicants must submit a completed volunteer application form with references for consideration. Applications are available [online](#). Please contact the Program Coordinator for more information or if you require a manual application at digitalsupport@literacysociety.ca

Thank you for your interest in this program!

Literacy Society of the North Okanagan
4705A 29th Street, Vernon, BC V1T 5C1
Phone: 250.275.3117
www.literacysociety.ca