



## Age Concern Rotherham

### Volunteer Role Description and Person Specification

**Role Title: Volunteer IT Trainer**  
**St Anns Road Drop-in Health and Well-Being Centre**

### About Age Concern Rotherham

Age Concern Rotherham is a registered charity, seeking to promote and improve the well-being of all older people and their carers in Rotherham by helping to make later life dignified, rewarding and fulfilling.

**Main Duties:** Greeting and welcoming clients. Assisting older clients who attend the Monday drop-in centre with their basic IT enquiries, guiding them through surfing the internet safely and setting up and using an email account. Following instructions from a lead trainer in assisting learners, answering general questions about IT and working with participants on a one-to-one basis. Working independently or in a small team

- **Specific Responsibilities:**
- To work with staff and other volunteers to deliver one-to-one advice on basic computing, use of the internet and emailing to members of the public who attend the drop-in centre.
- To be patient and responsive to the needs of the clients
- To enable clients to work at their own pace

### Person Specification:

#### Essential Skills:

- Listening skills
- Basic IT skills
- Sensitivity
- Patience
- Ability to maintain confidentiality

#### Desirable Skills:

- Reliability and integrity

**Hours:** Mondays fortnightly 11am-2pm

**Responsible to:** St Anns Centre Coordinator

**Location:** 49-53 St Anns Road, Rotherham