**North Bristol Advice Centre**

**Get Online Mentor Volunteer Role Description**

**Title:** Get Online Mentor

**Responsible to:** Nicola Green

**Location:** The Gain Space, Lockleaze, Bristol

**Days/times:** Tuesday mornings 10.00am - 12.30pm

or

Wednesday afternoons 1.30pm - 4.00pm

**Main aim:** To support the weekly online drop-in, helping people use computers, tablets and smartphones to access the internet and learn basic IT skills.

**Experience and skills**

* Confidence in the use of IT and the internet, including email, comparison sites, online form filling and social media.
* Good communication skills and a helpful and open manner
* A willingness to work with people of different ages with varying abilities
* Reliability and commitment
* An interest in researching relevant websites and apps which may be useful to clients

**Tasks and responsibilities**

* To welcome people to the drop-in and create a friendly, supportive environment
* To help people feel confident about using computers, tablets and smartphones and going online by providing the appropriate support to meet their learning needs.
* Ability to identify and signpost clients to new and secure online learning tools.
* To work as an effective member of NBAC’s team, giving and receiving support and working co-operatively
* To keep accurate records of the work undertaken
* To adhere to NBAC’s volunteering policy
* To attend an induction and any ongoing training