**Volunteer Role Description**

Thank you for your interest in volunteering with Sight Support West of England! We rely on the help and dedication of volunteers to support the wide range of services that we provide, and we recognise the huge contribution our volunteers make to the effectiveness of our organisation.

**Role:** Technology Support Volunteer

**Locations:** Bristol, Bath and North East Somerset, South Glos.

**Purpose:** We are looking for friendly, outgoing, “tech-savvy” individuals to help unleash the power of technology so that our clients who are blind or partially sighted can make the most of the digital world, whether that be to access information and learn new things, enjoy entertainment, shop online or to contact friends and family.

**What you will be doing?**

* Supporting clients with technology on a one-to-one basis either face-to-face (at one of our drop-ins) and/or on the telephone
* Offering individually tailored but impartial advice and learning sessions on using technology across a variety of devices – whether that be phones, tablets, laptops, smart speakers, talking book players or PCs
* Showing people how to make the most of their existing technology, e.g. shopping online, sending and reading emails, using online meeting platforms, such as Zoom or Microsoft Teams, to contact family and friends.
* Troubleshooting and solving technical issues
* Helping clients to set up new devices
* Offering follow-up calls and seeking feedback
* Undergoing training on technology, particularly adaptive technology.

**What skills and experience are needed?**

* The ability to communicate well with people
* Good IT and computer skills
* Good knowledge of standard operating systems and software
* Friendly, patient and empathetic
* Able to work with a diverse range of people
* Comfortable in a public-facing role

**What will you gain from the role?**

* The knowledge that you are making a positive difference to the lives of people living with sight loss
* Experience of working with a variety of people
* The experience of delivering bespoke one-to-one technology support
* An increased understanding of sight loss

**What support will be given?**

* Induction
* Training in Adaptive Technology
* Expenses
* Supervision and support from the Volunteer Coordinator
* Additional training as appropriate

**When will you be needed?**

Flexible. Phone work can be arranged around your home/work commitments. Drop-ins are usually once a month.

**How often will you be needed?**

As and when required

**References and checks**

Two references required. This role also requires a DBS (Disclosure and Barring Service) check.