

Role	Tech Help Program Volunteer
Program	Tech Help
Reporting to	Heidi Babatsikos Library Community Engagement Team Leader Heidi.Babatsikos@monash.vic.gov.au 9541 3120
Monash Volunteering	volunteer@monash.vic.gov.au
Location	Any branch of the Monash Public Library Service.
Aims/Objectives	To assist community members to achieve their learning goals about computers, smartphones and tablets, email, social media and our eResources in our branches.
Commitment	Volunteers will be required to make a regular weekly commitment (with the exception of Public and School Holidays), conducting a one and a half to two-hour session at one branch of the Monash Public Library Service. Volunteers also have the option to assist with regular one-off technology events.
Key responsibilities	Assist community members with learning: • Attend the library during the program times. • Promote library resources when applicable. • Provide a welcoming and informal environment for any students wishing to join the group. • Understand and commit to the City of Monash User Agreement – Technical Assistance Guide. Maintain links with Community Engagement Team Leader by: • Report any concerns about the attendees. • Maintaining weekly contact with library staff at the branch • Record the number of attendees at each session and pass these details on to a library staff member at the conclusion of the session.

Training

Attend all compulsory training sessions and meetings as scheduled.

Personal Attributes

- Ability to understand and help customers with a wide range of computer devices, smart phones and computer software.
- Ability to relate to people from culturally diverse backgrounds, with varying levels / skills with the English language.
- Caring empathetic nature.
- Patient.
- Reliable and punctual.
- Ability to keep all information concerning attendees confidential.

Qualifications and Skills

- Completion of Year 12 or Equivalent.
- University qualification preferred.
- Teaching skills preferable but not essential.
- Completion of volunteer interview and reference check
- Clear Police check and Working with Children's Check (Monash Council)
- Completion of South East Volunteers (SEVs) 'Welcome to Volunteering Session'
- Awareness and commitment to Monash Volunteering Policies and Procedures as outlined in the Volunteer Welcome Pack.

Declaration: I have read and understood this role description including the requirement to bring my mobile phone in accordance with my Key Responsibilities.

Volunteer Signature:

Volunteer Name:

Program Leader Signature:

Program Leader Name:

Date