ITCanHelp Volunteer County Co-ordinator Role Profile

Our award-winning charity is looking for volunteer co-ordinators to manage and expand the IT volunteer service in their local area.

Our Vision

Do you have a passion for the power of technology? Our vision is to create …

"A world in which digital services are equally accessible to all"

As an ITCanHelp County Co-ordinator you and your team can help unleash the power of technology to ensure that older people and those with a disability are not excluded from the digital world.

"One of your advisors, Trevor, has been helping me with some very basic computer skills on a tablet that I have hardly touched since it was bought for me as a present from my wife. I suffer from Parkinson's and it is very difficult for me to concentrate. Trevor has been extremely kind and patient and has opened up a world I hardly knew existed." AbilityNet ITCanHelp client, West London

Overview

All across the UK our 300 volunteers visit older and/or disabled people at home to offer one-to-one support with their technology, whether that's a computer, laptop, smartphone or tablet. They trouble shoot technical issues, offer impartial advice on technology, set up new tech and install hardware and software, show people how to use their tech at home e.g. shop online, send and receive emails and Skype with family and friends and make adaptations to support a disabled person's specific technology needs.

Each region has a volunteer County Co-ordinator at the helm, managing the balance of client requests and volunteer resource to ensure each client's IT needs are met in a timely and effective manner.

What will I be doing?

- Using our online ticketing system to allocate and manage client requests within our Service Level Aims.
- Communicating with clients to provide updates on volunteer availability and any issues or delays to their ticket resolution.
- Creating local awareness by publicising the service to, for example, disability charity organisations, libraries, community centres etc. this could include making phone calls, popping in to introduce yourself and the service, or presenting/attending events or meetings.
- Reviewing monthly figures and trends and react appropriately with promotions and recruitment to fill gaps in service.
- Contacting, interviewing and feeding back on potential volunteers.
- Supporting and motivating your local volunteer team through team meetings and regular contact.
- Attending ad-hoc company events or meetings.
- Approving volunteers' expenses.
- Undertaking client visits to provide IT support (if you also wish to be an ITCanHelp volunteer).

What skills do I need?

- A passion to help others.
- Great organisational skills.
- The ability to communicate and network with people from different organisations.
- Some marketing / communications experience would be beneficial.
- Presentation skills.

What are the benefits to me?

As an ITCanHelp County Co-ordinator you can:
- Change the lives of disabled and older people in your local area.
- Develop you management, marketing and communication skills.
- Benefit from technology and disability training.
- Network with a nationwide team of other Co-ordinators and IT volunteers.
- Be flexible with your volunteering and plan it around your other work and home commitments.

How much time will I need to offer?

On average a Co-ordinator undertakes around 8-12 hours of volunteering a month, this can be flexible and fit around work and home commitments. Some of this will be from home, other time will be spent meeting new volunteers and/or visiting local organisations and groups which could be in or out of work hours, in the evenings and/or weekends to suit your other commitments.

What else do I need to know?

- We pay travel expenses at 45p per mile.
- If you wish to do home visits and as you will be helping vulnerable adults you'll need a basic DBS check (England and Wales) PVG (Scotland), or Access NI check (Northern Ireland), which will be renewed every 2 years (at no cost to the volunteer).

What should I do next?

If you think you have what it takes to be an ITCanHelp County Co-ordinator apply online.
You will be contacted by the Free Services Team to arrange an informal interview.

If you would like more information, or to chat further about the volunteer role contact the AbilityNet Free Services team on 0800 269 545, or email volunteers@abilitynet.org.uk