



# MORDEN COLLEGE

Interesting People Living Life to the Full



## **IT Support Volunteer - Blackheath**

### **About us**

Morden College is a Charity dedicated to supporting older people. Founded in 1695 by the pioneering merchant, Sir John Morden, the Charity has been at the forefront of enriching older people's lives for more than 300 years.

Today the Charity's core purpose is to provide older people who are in need with a home for life, to support them as they grow older, and to provide care services, including residential care and residential nursing care, if the need arises.

We are a strong community, committed to enabling the older people we support to have the highest quality of life, for the rest of their life.

### **About the role**

As an IT Support Volunteer, you will assist our Resident IT Manager to deliver weekly drop-in IT sessions for the residents of Morden College. These sessions support residents to learn new skills and develop their confidence in the use of phones, tablets, computers and general technology.

Your main tasks will be:

- Providing a friendly welcome to residents who come to the sessions
- Assisting residents with their query
- Explaining your process to the resident along the way
- Writing down your troubleshooting process and outcomes via the log sheet
- Raising unresolved issues for the attention of the Resident IT Manager

Common support queries range from downloading and using apps, how to use email, creating an email account, using social media, connection issues with Wi-Fi, how to video call, how to download e-books and how to navigate websites for shopping online.

**Location**

You will be volunteering at our main site, 19 St Germans Place, Blackheath, London, SE3 0PW.

**Training & Support**

You will be required to undergo a Basic DBS check for this role.

You will be offered training in boundaries, safeguarding, data protection and health & safety. You will also attend a shadowing and induction session with the Resident IT Manager.

You will be supported by the Volunteering Manager who will ensure your training, induction and development needs are met throughout your journey as a volunteer.

**Expenses**

You will be reimbursed for out-of-pocket travel expenses incurred while volunteering.

**About you**

We are looking for volunteers who:

- Are confident IT users (see above for types of requests we receive)
- Are available to volunteer during our drop-in sessions on Mondays at 10am-11am
- Are enthusiastic, friendly and eager to help
- Are patient and reliable

This role would suit you if you are:

- Passionate about digital inclusion
- Thinking of pursuing a career in IT Support
- Wanting to build your confidence and experience of problem solving
- Looking to do something meaningful in your community
- Looking to gain experience with older people

**Covid-19 Protocols**

Morden College is a Covid-secure workplace. Volunteering activities are appropriately risk assessed and risk assessments are reviewed regularly. You will be given personal protective equipment to wear which is appropriate to the role.

The same rules about social distancing, washing and sanitising your hands and wearing a face mask will still apply.

**What next?**

For more information please email Juliet Turk, Volunteering Manager, [volunteering@mordencollege.org.uk](mailto:volunteering@mordencollege.org.uk) for an Application Form.

You will need to provide two references and will be invited to have an informal discussion with the Volunteering Manager.