

## Volunteer Role Description

<b>Title:</b> <b>Specific Location:</b>	<b>Internet Training Buddy</b> Adelaide City Council Library Branches
<b>Reporting to:</b>	Library Coordinators
<b>Brief description/Purpose:</b>	To provide support, guidance and tuition to people with limited or no internet access on various internet based services such as paying bills, shopping, social networking and searching for information.
<b>Primary responsibilities/Tasks:</b>	<ul style="list-style-type: none"> <li>• Provide personalised support and tuition in a range of internet functions based on individual needs and interests.</li> <li>• Utilise resources such the Forward IT training program to assist with tuition.</li> </ul>
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Experience</li> <li>• Skills</li> <li>• Qualities or attitudes</li> </ul>	<ul style="list-style-type: none"> <li>• A high level of knowledge in the day to day use of the internet.</li> <li>• Friendly and able to relate well to people of any age, social or cultural background.</li> <li>• The ability to be supportive, patient, empathetic and encouraging to people who may have a higher level of need.</li> </ul>
<b>Time and monetary commitment:</b>	Work hours will be as arranged with the Library Centre Coordinator and program participants. Expected commitment would be at least 2 hours per week.
<b>Entitlements &amp; Benefits:</b>	<p>As a volunteer for the Adelaide City Council, you will be eligible for the following benefits:</p> <ul style="list-style-type: none"> <li>• Reimbursement of work related telephone and travel costs where appropriate;</li> <li>• A multi-trip ticket for use on public transport whilst travelling to and from place of volunteering;</li> <li>• A UPark voucher which will entitle you to park your vehicle in a selected Council UPark for the duration of your shift;</li> <li>• Invitations to social functions;</li> <li>• The provision of uniforms where appropriate;</li> <li>• Staff discounts and benefits ('WRAP'); and</li> <li>• Membership with the Adelaide City Council Social Club (a fee applies)</li> </ul>
<b>Orientation/Training:</b>	<p>All volunteers must participate in the Adelaide City Council's:</p> <ul style="list-style-type: none"> <li>- Corporate Induction</li> <li>- Volunteer Services Induction</li> <li>- Site Specific Induction</li> </ul> <p>Internet Training Buddy's will be required to participate in an online orientation session using the Forward IT training website.</p>
<b>Challenges of the role:</b>	Working with a range of people with different abilities and backgrounds and achieving satisfactory outcomes.
<b>Performance Management:</b>	<ul style="list-style-type: none"> <li>• Volunteers are expected to abide by the Adelaide City Council Code of Conduct.</li> <li>• On the job skills development and supervision</li> </ul>

<b>Outcomes for Council:</b>	<ul style="list-style-type: none"> <li>• Targeted digital literacy programs are offered to people who are marginalised or unable to access other computer education courses.</li> <li>• People feel increasingly more connected to their community and confident in using the community services that are available to them.</li> </ul>
<b>Application process:</b>	<input type="checkbox"/> <b>Application Form</b> <input type="checkbox"/> <b>Interview</b> <input type="checkbox"/> <b>Police Check</b>

Signed (Volunteer Supervisor): \_\_\_\_\_ Date: \_\_\_\_\_

Signed (Volunteer): \_\_\_\_\_ Date: \_\_\_\_\_