**Volunteer Role Description**

**Role title:** Volunteer Silver Surfers Group Facilitator

**Expected commitment:** The group takes place 10:00 – 12:00 each Tuesday but extra time will need to be allowed for setting up and tidying away.

**Reporting to:** Volunteer Coordinator – who will provide you with the support and supervision necessary for you to perform your role.

**Purpose of role**

To support those attending the group with ICT skills offering increased opportunity for one to one coaching. To help and support people to manage their own learning in order to maximise their potential and develop their skills and self-confidence.

**Main tasks and responsibilities**

1. Provide advice, support and coaching in ICT skills according to the specific needs of those attending the group.
2. To listen sympathetically and help group members to work out solutions to their learning problems.
3. Develop a program of learning. This may be a menu of topics that those attending the group may need help with.
4. Attend and undertake volunteer meetings and training as appropriate to develop skills.

**Personal qualities and skills**

1. Good communication and listening skills.
2. Ability to explain simple technical terms used in computing.
3. Competent in IT with an interest in sharing knowledge and skills.
4. Patience, flexibility and a good sense of humour.
5. A friendly and approachable manner with an ability to encourage and motivate.
6. A commitment to the aims and objectives of the project.