Home Assistive Technology Service

Technology Assistant - Volunteer Role Description

Are you tech-savvy and ready to change lives?

We are by no means looking for the next tech genius, just someone with enough know-how to help others make the most of their devices. Could this be you?

Many of our clients live alone, often with no family nearby, leaving them to face tech challenges by themselves. This can mean a piece of equipment designed to support independence turns into yet another obstacle. This volunteer role has not only been created to provide technology support, but to help our clients access a life beyond their doorstep.

Setting up a new phone, tablet or laptop may seem rather straightforward, now imagine doing the same task with little or no sight… That is where you step in! Ready to provide our clients with the support they need, ranging from helping set-up a new piece of equipment, to locating accessibility features on an existing device, and everything in between.

If this sounds like the role for you, we would love to hear from you.

This role will be subject to a DBS check.

1. Purpose of the Volunteer Role

To deliver technology support to our clients, either in their homes or at Devon in Sight's offices in Kennford, Exeter.

2. Location

Volunteers must have the ability to travel and be happy to do so. Each volunteer will cover a designated area of Devon, near to where they live.

3. Time Commitment

We recognise that volunteers will have different availability and we will always look to accommodate this. To make a meaningful impact in this role, we ideally ask for a minimum contribution of around 2 days a month.

4. Role of a Technology Assistant

This role is all about drawing on your own tech experience, backed up by full training from us in Assistive Technology.

Enquiries to the service will vary from:

- Setting up a computer or tablet
- Helping people to navigate mobile phones – iPhones and Android
- Turning on VoiceOver and speech settings
- Magnification
- AI visual recognition apps
- Re-programming a TV
- Offering support with Screen Readers
- And much, much more!

5. What skills, experience and qualities are required?

- Be able to engage with people at every level.
- Be patient and compassionate.
- Have excellent listening and communication skills.
- Comfortable using technology or a willingness to learn.
- Offer unbiased support to help clients choose the right tech for their specific needs.
- A commitment to learn and develop within the role, undertaking relevant training and learning opportunities as required.
- Someone dependable and reliable, with good time-management skills
- Work towards improving services for the benefit of **everyone affected by sight loss in Devon.**

6. Insurance

Devon in Sight provides full indemnity insurance for the Devon in Sight Volunteers.

7. Administration

- We will allocate client enquiries to you based on your location, and you will be responsible for scheduling your own visits or calls.
- You will be responsible for completing and submitting your volunteer expenses on a monthly basis.

8. Policies

All Devon in Sight volunteers must adopt Devon in Sight's Safeguarding and Volunteer Policies. These include Volunteering Safely, Expenses, GDPR and Equality and Diversity.

9. Expenses

Devon in Sight will reimburse all **essential** expenses. The breakdown of these expenses will be discussed during your first meeting.

10. Reporting to: Richard Pike, CEO

For an informal conversation of for more information regarding the Technology Assistant Volunteer Role, Sarah Small – Head Office and Marketing Manager.

Contact Information

Sarah Small – Head Office and Marketing Manager
Splatford Barton
Kennford
Exeter
EX6 7XY

Tel: 01392 878 802
Email: volunteer@devoninsight.org.uk
Website: www.devoninsight.org.uk