**North Bristol Advice Centre**

**Bristol Tea and Tech Mentor Volunteer**

**Title:** Bristol Tea and Tech Mentor

**Location:** Various, within North Bristol

**Days/times: Wednesday, Thursday and Friday (time ranging 09:30 – 16:30, two hourly sessions) September to November 2024**

**This an exciting opportunity to volunteer as an online mentor for over 55s in our North Bristol outreach project. We have received a grant from St Monica’s Trust and are now able set up drop ins at new locations for twelve weeks at a time.**

**Main aim:** To support the online drop-in, helping people use computers, tablets and smartphones to access the internet and learn basic IT skills.

**Who are we looking for?**  Anyone over the age of 18, students or peers, who can spare two hours on a Thursday and/or Friday to join us in supporting the over 55s introduction to online activities.

**What’s in it for you:**

* It's a great way to make a real difference in someone's life
* You'll be giving something to your community
* As a volunteer you would the opportunity to be part of something meaningful and to develop and learn new skills.

“*Just coming today, I have learnt so much. I want to come again. I have been at home trying to figure things out.”*

*“Developing my confidence in a secure, friendly way to make me get online.”*

**We will provide:**

1. Access to training: Mental Health, Safeguarding and the role of NBAC
2. Regular line management – regular review of your role and the opportunity to give feedback on your role and the running of the project.
3. Reimbursement of out-of-pocket expenses (up to a reasonable amount)

**Experience and skills**

* Confidence in the use of IT and the internet, including email, comparison sites, online form filling and social media.
* Good communication skills and a helpful and open manner
* A willingness to work with people of different ages with varying abilities
* Reliability and commitment
* An interest in researching relevant websites and apps which may be useful to clients

**Tasks and responsibilities**

* To welcome people to the drop-in and create a friendly, supportive environment
* To help people feel confident about using computers, tablets and smartphones and going online by providing the appropriate support to meet their learning needs.
* Ability to identify and signpost clients to new and secure online learning tools.
* To work as an effective member of NBAC’s team, giving and receiving support and working co-operatively
* To keep accurate records of the work undertaken
* To adhere to NBAC’s volunteering policy
* To attend an induction and any ongoing training