

Volunteer Title: Older Adult Tech Helper
Volunteer Hours: 2 - 6 hours per week
Employee Group: Volunteer
Department: Community Services
Division: Library, Recreation & Culture
Reports To: Volunteer Supervisor
Locations: Various Locations
Date Revised: 2024-07-29

Volunteer Requirements

- Must be 55+ years of age or older.
- Enthusiasm for technology (learning and teaching)
- Volunteer offer is conditional upon receipt of:
 - A Criminal Records Check, specifically a Vulnerable Sector Check deemed acceptable to the City and dated within 6 months of offer of volunteer placement with the City (at the volunteer's expense).
 - Terms & Conditions Consent and Confirmation
 - Consent to Audio Record, Videotape and Photograph

Primary Function

- In a safe, team-oriented environment, the active participation of volunteers assists the program to achieve its goals.
- Assist older adults one-on-one with basic technology skills and tools under the direct supervision of designated staff

Position Responsibilities

- Work with staff in group setting in public spaces.
- Assist older adults one-on-one with basic technology skills and tools
- Help older adults understand and use their own devices (Android/Apple mobile phones, tablets, laptops)
- Using the public computers, assist older adults with basics such as using a mouse, setting up email, saving and retrieving files, using Windows
- Assist older adults in their use of Microsoft Office, social media and mobile applications
- Refer participants to supervising staff for all questions related to program inquiries and other serves.
- As directed by supervisor use less busy times to explore and learn technology (e.g., Library apps, maker, etc.)

We thank all who apply, however, only those candidates selected for an interview will be contacted.

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We are an Equal Opportunity Employer. In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, the City of Mississauga will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform your recruiter of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation. All personal information is collected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act*.

