

BALLINA COMMUNITY SPACES BE CONNECTED DIGITAL MENTOR - ROLE DESCRIPTION

OVERVIEW OF BALLINA COMMUNITY SPACES - BE CONNECTED PROGRAM

The Ballina Community Spaces (BCS) Team will be facilitating the Be Connected Program as a follow on from the Broadband for Seniors Program rolled out in 2017. The new Be Connected program offers free computer training with added resource support and focus on keeping older Australians connected via the internet. This program will continue on Mondays at the Kentwell Community Centre and as numbers dictate other centres across the Ballina Shire.

The program will rely on the commitment of the volunteer Digital Mentors to create a positive learning experience and students get the support they need. Volunteering can be personally fulfilling, all that is needed is your computer and internet skills, your time and a willingness to help others. Mentoring sessions are generally one-on-one and go for one hour. Digital Mentors normally volunteer for 3 hours, once a week, however we can be flexible to suit the availability of our mentors.

Vision

To introduce the Be Connected program across the Ballina Shire aimed at the support of older Australians to thrive in a digital world. This program will deliver digital and social inclusion at a local level, as part of a bigger movement to make change happen through digital for excluded people and communities.

Mission

To support older Australians within our community to improve their digital literacy and become connected in a range of areas to improve their daily lives.

DEFINITION OF A VOLUNTEER

'A person who chooses to contribute their time, skills and expertise without financial reward'

MANAGER/SUPERVISOR

Digital Mentors report to the Coordinator Visitor Services and Community Facilities (Alicia Wallace) based at the Ballina Visitor and Information Centre.

DIGITAL MENTORS RESPONSIBILITIES

As a Digital Mentor with the BCS, Mentors are entitled to a positive work environment and the following responsibilities have been established:

Last updated September 2018

- Provide their service on their own free will and without financial payment
- Successfully complete all components of the Mentor Training and Induction Program
- Comply with all procedures and policies of Ballina Community Spaces and Ballina Shire Council
- Not undertake work that will displace existing or future employees of the Ballina Community Spaces Team
- Be dependable, reliable and commit to the service for a minimum of at least six months
- Maintain a high level of customer service that is impartial and objective, in a responsible, dependable and courteous manner
- Cooperate with other Digital Mentors and staff in the day-to-day operation of the service and respect the confidentiality of the service
- Maintain a high level of integrity and focus on what we can provide rather than what is not available, refrain from expressing negative judgements and opinions to students
- Acknowledge that as a Ballina Community Spaces Digital Mentor their behaviour reflects upon the Ballina Shire Council
- Review the roster and provide reasonable notice to the Coordinator Visitor Services and Community Facilities of dates they will not be available throughout the year for holidays or other reasons.
- Give at least two weeks written notice to the Coordinator Visitor Services and Community Facilities if they wish to retire from the service
- Respect other people's views and values
- Respect the authority and decision making of Ballina Community Spaces staff
- Contribute to the development of the service by providing feedback to the Coordinator Visitor Services and Community Facilities
- Follow opening, closing and handover procedures.

DIGITAL MENTORS RIGHTS

As a Digital Mentor with the BCS, mentors are entitled to a positive work environment and the following rights have been established:

- Be provided with an adequate orientation
- Be given a written job description
- Be assigned to this role as it suits candidate's motivation, skills, experience and/or qualifications
- Be trained to do their job
- Provided with a suitable place to work
- Know their supervisor or coordinator and know how to contact them
- Be provided with adequate guidance
- Have their personal information held confidentially in accordance with the Privacy Act
- Have their complaints and concerns heard
- Be respected by staff for their commitment to the organisation
- Be able to take time off for personal reasons
- Resign from their positions

Last updated September 2018

DIGITAL MENTORS TASKS

Whilst on duty, Digital Mentors are responsible for performing the following tasks:

- Meet learners at the Kentwell Community Centre or other centres across the Ballina Shire for one on one learning sessions
- Smile warmly and provide a welcoming, relaxed atmosphere to assist learning
- Have materials and activities that people can relate to and are interested in
- Plan for people who learn at different rates and in different ways
- Provide handouts that's can be useful to help people remember what you've talked about
- Assess your learners via quizzes or through observation
- Complete learner records to track progress of the learner
- Provide feedback and encouragement on the session and activities
- Refer any enquiry that requires further support to the Ballina Community Spaces Team
- Sign your timesheet when you start and finish your shift. This is a compulsory Council requirement.

DIGITAL MENTOR TIME COMMITMENT

Shifts are no longer than three to four hours at a time.

One shift per week is the preferred minimum level of commitment, however this is arranged to suit the individual.

There is a mutual three month trial period and a minimum commitment of six months required.

No lunch break is required.

ACCOUNTABILITY

Ballina Community Spaces Digital Mentors are committed to providing a highly professional and informative service. They require a strong commitment to customer service and a willingness to enhance their knowledge to assist them in their role. Digital Mentors should attempt to exceed learner's expectations when answering questions.

KEY SELECTION CRITERIA

- Enjoy meeting and talking to people
- Excellent customer service skills
- Computer, literacy and language skills desirable
- Good interpersonal communication skills

Last updated September 2018

TRAINING REQUIREMENTS

- Induction workshop
- On the job training via on line resources

BENEFITS

- ✓ Social interaction helping learners navigate the Be Connected Program
- ✓ Pride and sense of achievement in making a valuable contribution to the lives of older members in the community
- ✓ Opportunity to assist a wide range of people from a variety of backgrounds

UNIFORM

There is no set uniform for this role however it is expected that smart casual appearance be upheld during all session times and a name tag will be supplied.

For more information please contact Alicia Wallace - Coordinator Visitor Services and Community Facilities, at Ballina Shire Council on (02) 6686 3484 or email aliciaw@ballina.nsw.gov.au

Last updated September 2018