



PHONE SMART VOLUNTEER

Introduction

We are seeking enthusiastic and tech-savvy individuals of any age to join our team of Phone Smart volunteers at Open Age. As a volunteer in this role you will help our older members become more comfortable and proficient in using their smartphone and tablet devices to keep in touch with family and friends and access practical activities and social groups which can contribute to their health and wellbeing in later life. This is an exciting role, ideal for someone who is patient, empathic and passionate about empowering older people to get the most out of their new technology.

Phone Smart Volunteer Role

- Help Open Age members to become more familiar with their smart phone and tablets.
- Provide information and support to help build confidence and skills in searching for relevant information and messaging family, friends and health and social care professionals.
- Keep up to date with the latest smartphone features and share with older members.

Phone Smart Volunteer Tasks

- Provide one-to-one guidance for members on basic smartphone operations, including making calls, sending texts, installing apps and adjusting settings.
- Assist members in troubleshooting common internet access and smartphone challenges, such as connectivity problems, app malfunctions, and basic hardware concerns.
- Share recommendations for relevant online tutorials, apps, and resources that can improve members smartphone experience.
- Remain alert to member needs and challenges, escalating any health or welfare concerns to relevant staff as appropriate.
- Record member information where appropriate in line with policies and procedures.

Phone Smart Volunteer Commitment

- Volunteer one (3hr) shift a week, by negotiation.
- Respond promptly to Open Age volunteer communications.
- Attend quarterly Open Age volunteer meetings (min. 3 a year).
- Feedback information on volunteering hours and tasks as necessary.

The Open Age Phone Smart Volunteer is an unpaid, voluntary role, though any appropriate out-of-pocket expenses, including travel and subsistence will be reimbursed on production of the appropriate receipts. All volunteers receive an induction to the organisation, relevant training in the volunteer role and a volunteering reference after an appropriate period of satisfactory volunteering.