

Volunteer position	Program	Team	Reporting to
Digital Hub Tutor	Community & Culture	Culture & Lifelong Learning	Digital Services Coordinator/ Digital Support Officer

## Adelaide City Council's volunteer program

Activities of Adelaide City Council's Volunteer Program contribute to delivery of the City of Adelaide 2016 - 2020 Strategic Plan.

Volunteering is highly valued in the City of Adelaide with volunteer activities contributing significantly to the positive experiences of residents, businesses, visitors and students.

## Volunteer vision

Volunteers will be given the opportunity to share their passions, abilities and skills in meaningful ways that strengthen community capacity.

Activities of Adelaide City Council's Volunteer Program create a sense of belonging, enable creative expression, promote social inclusion, challenge inequity, encourage sustainable practices, and promote wellbeing in City Communities.

## Brief description of the role

To provide support, guidance and tuition to customers interested in learning about new & emerging digital technologies including basic computer/internet/email, iPad/iPhone, android devices and the Library's Virtual Databases, such as Streaming Music Online, accessing eBooks etc.

## Tasks

- Provide friendly, supportive and clear training instruction to customers
- To use the Digital Hub equipment (e.g. computer/ internet/ email, iPad/ iPhone, android devices and eBooks etc. during training session and up skill in less familiar equipment when required
- Complete Digital Hub administrative procedures (e.g. volunteer timesheets and customer attendance and feedback forms).

## Essential & desirable skills, knowledge & personal qualities

### Essential

- Excellent customer service and able to communicate with people from diverse backgrounds
- Able to work as a team member and individually as required
- A high level of knowledge in the day to day use of computers, the internet, email, online functions and internet abled devices, e.g. iPads, iPhones, android phones, tablets etc.
- The ability to be supportive, patient, empathetic and encouraging

### Desirable

- Experience in the delivery of training

## Training, induction and time commitment

### Training & Induction

All volunteers must participate in the Adelaide City Council's:

- Volunteer generic induction
- Site specific induction (inclusive of manual handling training and operating procedures where necessary)
- Completion of the online Workplace Health and Safety module
- Attend training provided by the Volunteer Supervisor to maintain or develop skills relevant to the role

### Time Commitment

- Work hours will be arranged based on volunteer availability and the Digital Hub training program schedule
- It is expected that volunteers will complete at least one shift (2-4 hours) per week
- Attendance at meetings and training as organised by the Digital Hub Coordinator and/or the Volunteer Supervisor.

## Additional requirements

- All council volunteers are required to have a satisfactory current National Criminal History Clearance. This will be provided and updated every 3 years by Adelaide City Council
- Comply with all Council policies and procedures outlined in the Volunteer Handbook
- Adhere to all Work Health and Safety instructions and advice provided
- Where required, uniforms and personal protective equipment will be provided by Adelaide City Council to be worn whilst on duty

## Benefits

Adelaide City Council volunteers are eligible for the following entitlements and benefits

- A MetroCard for use on public transport for travelling to and from the place of volunteering
- Staff discounts and benefits under the employee 'WRAP' (Work, Recreation and Play) program
- Access to free and confidential 24/7 counselling services via the Employee Assistance Program
- Membership with the Adelaide City Council Social Club (a fee applies)
- A voucher for selected Council UPark's for volunteer shifts when public transport is not a suitable option
- Reimbursement of pre-approved work related telephone and travel costs where appropriate

I have read, understood and agree to abide by the conditions set out in this Volunteer Role Statement.

	Print name	Signature	Date
Volunteer			
Volunteer Coordinator			