



## VOLUNTEER ROLE DESCRIPTION

<b>VOLUNTEER ROLE</b>	Digital Literacy Trainer
<b>TEAM</b>	Volunteer Engagement Team
<b>PROGRAMS</b>	Various
<b>DIRECTORATE</b>	Shared Services
<b>REPORTS TO</b>	Digital Literacy Volunteer Coordinator
<b>VOLUNTEER HOURS</b>	<p>Approximately 1-2 hours a week (minimum, and during business hours) or as otherwise agreed.</p> <p>This includes 1 hour of online training delivery, plus planning and preparation between training sessions.</p> <p>Minimum 6-month commitment required.</p>

### ORGANISATIONAL PURPOSE

The Brotherhood of St. Laurence (BSL) employs over 1200 staff and is supported by approximately 1000 volunteers. Our work is focused in Melbourne and Victoria but branches out through our partners to every state and territory in Australia.

In Australia, poverty and disadvantage is experienced more in some communities than others. The focus of our work is increasingly on places as well as groups of people experiencing hardship such as early school leavers and the unemployed. We create programs which prevent and alleviate poverty during four key life stages: childhood, adolescence, midlife and retirement.

One of our priorities is to work with state and federal governments and other community organisations to grow our successful programs. BSL's approach is informed by the best evidence, including the work of our own research and policy department.

### TEAM PURPOSE

The Volunteer Engagement Team provide expertise, drive and oversight of the strategies to engage community members in volunteer opportunities that support BSL's mission and strategic priorities. The Volunteer Engagement Team train, support and advise employees (Leaders of Volunteers) in best practice volunteer engagement who, in turn, supervise and support volunteers across BSL to engage them in meaningful opportunities. The Volunteer Engagement Team support all stages of the volunteer journey, including recruitment, onboarding and screening. They also facilitate the organisations' Digital Literacy program, which is led by the Digital Literacy Volunteer Coordinator.

## **PURPOSE OF PROGRAMS SUPPORTED BY THE DIGITAL LITERACY PROGRAM**

The role of Digital Literacy Trainer supports participants across multiple departments and programs within the organisation, including (but not limited to):

**Work, Economic Security and Social Inclusion (WESSI) - department:** is one of eight departments at BSL that assist people who are unemployed to access opportunities to live and work independently. The department includes a diverse range of employment training and support programs and services to help people into work and to strengthen families, individuals and communities.

**Multicultural Communities Team (MCT) - department:** has been at the forefront of the migrant rights movement in Australia for over sixty years. It pioneered the delivery of services to migrant and refugee communities and continues to strengthen the capacity and infrastructure of these communities through a range of settlement programs.

**Emerging Communities Education Group (ECEG) - program:** promotes learning outcomes for children and their families from the Horn of Africa in the South East of Melbourne. Families are predominately from the South Sudanese community and may be experiencing disadvantage and/or be at risk of disengaging from education due to low literacy skills and limited access to resources.

## **ROLE PURPOSE**

The role of the Digital Literacy Trainer is to help bridge the digital divide that makes it difficult to access employment, study, and other opportunities. This role supports BSL participants one-on-one to achieve their personal goals, and support their confidence with using the internet, devices, and basic computer programs. These goals may include securing employment, accessing study, starting a business, connecting with community, or simply having greater independence for day-to-day living.

Reporting to the Digital Literacy Volunteer Coordinator, this role provides online support to the participant, with training delivered through online video call platforms.

## **ROLE TASKS**

1. Support participants one-on-one to ensure they have the digital skills necessary to reach their short-term and long-term goals. Skill areas may include but are not limited to: accessing and using Microsoft Office, emails, conferencing platforms (ZOOM/Teams), online forms, navigating the internet, online banking, using MyGov, exploring job-search sites and applying for work, or learning to operate their digital device.
2. Support learning plans for participants using resources provided by BSL.
3. Plan and prepare content for each training session with a participant based on their digital learning needs and goals. This may include doing research, developing resources or homework sheets, or practicing the use of certain applications.
4. Guide participants through their training by sending training invitations, follow up emails and reminders. Each training match consists of 5-10 training sessions per participant, usually conducted once a week over 5-10 weeks.
5. Report to Digital Literacy Volunteer Coordinator on progress of participant and be involved in discussions on improving the delivery of the Digital Literacy Trainer role, resources and services to improve the overall Digital Literacy of our participants.

6. Be available during business hours to conduct your online training sessions with participants. Flexibility around hours will be considered in certain circumstances.
7. Attend BSL Induction, Cross Cultural Responsiveness Training and Digital Literacy Orientation (delivered online, approx. 5 hours over 2-3 weeks). Additional training may be required on occasion during your time as a volunteer in the program.

The volunteer may be directed to carry out such duties as are within the limits of their skill, competence and training.

### **WE ARE LOOKING FOR SOMEONE WITH:**

- Experience in coaching/training delivery (especially online).
- Basic-intermediate skills in some or all of the following computer systems and programs: *Microsoft Office (Word, Excel, PowerPoint), internet use, familiarity with job seeking websites (or willingness to learn), emails, online conferencing (ZOOM, Teams), smart phone technology, social media platforms.*
- A can-do attitude, flexible and patient, a creative approach and the ability to 'think outside the box'.
- Understanding of and empathy with the values of the Brotherhood of St. Laurence.

### **We are extra keen to involve people who have:**

- Experience working with disadvantaged communities (especially communities from refugee, migrant and asylum seeker backgrounds).
- Teaching qualifications and experience.

### **ORGANISATIONAL RELATIONSHIPS**

Internal Liaisons: Volunteer Engagement Team, staff from across WESSI and MCT programs, and from the ECEG program.

External Liaisons: Participants of the above programs

### **CONDITIONS OF VOLUNTEER INVOLVEMENT**

1. This role requires both police and working with children checks. Your volunteer role will not begin until the necessary checks are complete.
2. Volunteers are requested to take responsibility for their own and others' workplace health and safety and to adhere to policies which keep the Brotherhood of St. Laurence a workplace committed to equal opportunity, free from discrimination and harassment.
3. All BSL volunteers must be eligible to volunteer in Australia.

**AGREEMENTS**

I understand that I am a volunteer who contributes my time and effort without expectation of remuneration.

I understand that as a volunteer I am required to adhere to Brotherhood of St. Laurence policies, procedures and the code of ethical behavior. I will only undertake the tasks outlined in the role description and not beyond, unless otherwise agreed by my line manager.

In the event of injury sustained in performing my volunteer role I understand that I can make a claim against the Brotherhood of St. Laurence’s insurance policy for 85% of my non-Medicare costs up to the relevant policy maximums. Activities taken on my own initiative outside of this role are at my own risk.

I undertake to keep all personal or sensitive information about customers and participants, other volunteers and the BSL team in the strictest confidence by only discussing such details within the bounds necessary to undertake my duties and responsibilities as a volunteer with the Brotherhood of St. Laurence.

Volunteer Name: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_