

ITCanHelp Volunteer Role Profile

Our award-winning charity is looking for IT volunteers to support older people and people with disabilities with their tech at home.

Our Vision

Do you have a passion for the power of technology? Our vision is to create ...

“A world in which digital services are equally accessible to all”

As an ITCanHelp volunteer you can help unleash the power of technology to ensure that older people and those with a disability are not excluded from the digital world.

“One of your advisors, Trevor, has been helping me with some very basic computer skills on a tablet that I have hardly touched since it was bought for me as a present from my wife. I suffer from Parkinson’s and it is very difficult for me to concentrate. Trevor has been extremely kind and patient and has opened up a world I hardly knew existed.” AbilityNet ITCanHelp client, West London

Overview

All across the UK our 300 volunteers visit older and/or disabled people at home to offer one-to-one support with their technology, whether that’s a computer, laptop, smartphone or tablet.

Our volunteers:

- Trouble shoot technical issues.
- Offer impartial advice on technology.
- Set up new tech and install hardware and software.
- Show people how to use their tech at home e.g. shop online, send and receive emails and Skype with family and friends.
- Make adaptations to support a disabled person’s specific technology needs.

What will I be doing?

- Contacting clients to arrange home visits (or supporting them remotely).
- Feeding back on progress via our online ticketing system.
- Supporting your local County Co-ordinator with promoting the ITCanHelp service in the local area.
- Getting together with other tech volunteers at team meetings and wider company events.
- Under going training on adaptive technology.
- Supporting other volunteers through our online chat facility.

What skills do I need?

You don't need to be a tech guru to help out. If you use a computer at home or work, and perhaps support family and friends with their tech issues, you are likely to have the skills we need:

- A passion to help others.
- Good IT and computer skills.
- Knowledge of standard operating systems and software.
- The ability to communicate well with people.
- Your own transport or good transport links.

What are the benefits to me?

As an ITCanHelp volunteer you can:

- Change the lives of disabled and older people.
- Benefit from technology and disability training.
- Network with a nationwide team of other IT volunteers.
- Be flexible with your volunteering and plan it around your other work and home commitments.

How much time will I need to offer?

The service is client led and will depend on the demand in your local area. The work is flexible and you can arrange visits around your home and work commitments. On average a volunteer undertakes 4 hours of volunteering a month, this can be in or out of work hours, in the evenings or weekends.

What else do I need to know?

- We pay travel expenses at 45p per mile.
- As you will be help vulnerable adults you'll need a basic DBS check (England and Wales) PVG (Scotland), or Access NI check (Northern Ireland), which will be renewed every 2 years (at no cost to the volunteer).

What should I do next?

If you think you have what it takes to be an ITCanHelp volunteer [apply online](#).
You will be contacted by a local volunteer co-ordinator to arrange an informal interview.

If you would like more information, or to chat further about the volunteer role contact the AbilityNet Free Services team on 0800 269 545, or email volunteers@abilitynet.org.uk