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| C:\Users\rachael.green\Desktop\ViNo Logo.png | |
| **Role Title:** | Technology Support Volunteer |
| **Hours and Location:** | To be agreed upon completion of training |
| **About the organisation:** | Vision Norfolk’s mission is to support people living with sight loss to enjoy active, independent and fulfilled lives. |
| **About the role:** | In this role you will be part of the Community Outreach Service and will support our clients in using their technology devices independently. The role will involve helping clients in their own homes or at our hubs.  We are looking for volunteers who:   * have a strong understanding of various computer systems, software applications, and hardware components. This includes knowledge of operating systems, productivity suites, internet browsers, and common issues that users may encounter. * Can diagnose and troubleshoot technical problems. * Can communicate effectively and explain complex technical concepts in simple and understandable terms, actively listen to users' concerns, and provide clear instructions. * Will be patient and empathetic while working with clients of varying levels of technical understanding and ability. * Will be willing to keep learning and keep their knowledge up to date. |
| **Benefits of Volunteering in this role:** | Becoming a volunteer gives you the chance to work with a variety of different people from different walks of life and is an opportunity to make a difference and support your local community. Vision Norfolk also offers:   * Visual Awareness Training * Regular, ongoing advice and support from Vision Norfolk * Payment of out of pocket expenses agreed in advance |
| **Contact details:** | To discuss this role or other opportunities please contact the Volunteer Engagement Coordinators on 01603 573000 or [volunteers@visionnorfolk.org.uk](mailto:volunteers@visionnorfolk.org.uk). We also have application forms available on our website: www.visionnorfolk.org.uk |