



5288 Joyce Street, Vancouver, BC V5R 6C9 | Phone: 604 435-0323 | Fax: 604 451-1191 | Website: www.cnh.bc.ca

Volunteer Posting

- Volunteer Position:** Seniors Tech Support Volunteer – English and Cantonese
- Posting End Date:** Open until filled
- Name of Program:** Seniors Wellness Programs
- Program Description:** Collingwood Neighbourhood House (CNH) offers technology (tech) support to seniors (age 55+) in the Renfrew-Collingwood area to help them with basic technological issues and questions on their smart phones, laptops, or tablets, to teach them about various applications that make their lives easier, and improve their overall digital literacy, wellness and engagement. A volunteer for tech support is required to support seniors with understanding and navigating technological devices, including smart phones, laptops and tablets. Ideally, the volunteer will be able to provide seniors with tech support in Cantonese, as required.
- Day and Time:** **Every second and fourth Thursday of the month from 1:30PM-3:00PM**
- Location:** 5288 Joyce St, Vancouver BC
- Duties:**
- Provide one-on-one support to seniors with understanding and navigating their technological devices, which includes laptops, smart phones and tablets
 - Provide information on how to access certain websites and apps on an impromptu basis
 - Speak to a group of seniors on topics related to technology and provide demonstrations, as required
 - Refer clients to community resources when appropriate (e.g. Vancouver Public Library)
 - Make general notes regarding seniors' queries and the actions taken, so as to keep a database on what information is requested/provided
 - Cooperate with staff and volunteers to answer seniors' questions and provide information
 - Create and update information pertaining to the use of websites and apps
 - Create and update information on technology resources available in the community
 - Attend meetings with staff and volunteers to discuss the program
- Requirements:**
- Excellent knowledge on usage of smart phones, computers, apps and software, including troubleshooting technological issues
 - Ability to communicate ideas clearly to seniors and perform tasks within diverse populations
 - Warm, patient, and respectful attitude toward seniors
 - Co-operative and able to be part of the team
 - Able to multi-task and provide support to multiple seniors concurrently
 - Available to attend CNH's Tech Support Program for 1.5-2 hours twice a month
 - Willingness to complete Criminal Record Check
 - Attend all program orientations and training
 - Fluency in Cantonese an asset, both written and oral
- Benefits:**
- Gain a rewarding experience making a difference in the lives of seniors and supporting the seniors team
 - Enhance interpersonal and communication skills relevant to health care, social work, and other professions
 - Learn to help seniors and diverse populations
 - Receive training and orientation
 - Receive references letters upon completion of sufficient volunteer hours

If you are interested in volunteering, please submit your completed registration form (available on our website [here](#)) to Yndira Arteaga, Volunteer Coordinator (email: volunteering@cnh.bc.ca, phone: 604-435-0323 ext. 232).