

Alzheimer Society of Durham Region

Volunteer Position Description

Thursday, May 27, 2021

Position Title: Tech Coach

Minimum Age: 16

Reports To: [Click here to enter text.](#)

Position Summary: Support clients in accessing our services through digital literacy training

Role Responsibilities / Tasks

- Provide one on one or group education sessions covering online tools like Zoom, using a tablet, and email
- Trouble shoot specific tech needs
- General administrative duties

Skills, Knowledge and Competencies:

- Ability to work independently, as well as effectively in a team setting
- Fluent in English, spoken and written
- Comfortable explaining technology over the phone
- Patience and respect for others

Required Qualifications:

- High degree of digital literacy
- Comfortable coaching others on online platforms
- Must be confident on Zoom

Environment / Conditions:

- At home facilitating can be done anywhere with a stable online connection
- We advise you be in a noise controlled room
- Use of head phones or a headset is recommended

Screening Process:

- Interview
- Reference Check

- Police Check

Training/Orientation:

- <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials>
- <https://techcoaches.ca/toolbox-zoom>

Dates and Time Commitment:

- Minimum of 3 - 6 days per month, approximately 1 hours each day
- Flexible schedule – volunteers choose sessions based on requests and personal availability

Supervision:

- Click here to enter text.

Evaluation/Success Measures

- Client feeling confident with new technologies

Benefits:

- Opportunity to offer skills and experience in a meaningful way
- Educational opportunities to enhance volunteer understanding of Alzheimer's disease and related dementias
- Helping people access information to support their dementia journey online
- Engaging with community member to improve their own skills

Contact Information:

- Volunteer Coordinator, Tel: 905-576-2567 ext. 5245
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