

## IT Tutor Volunteer

April 2018

**Camcare** was established in 1976 to meet the needs of people in the local area who sought community support.

**Camcare** is a community-based organisation that operates from two sites at:

- Ashburton
- Camberwell

**Camcare** delivers support services principally to individuals and families living in the City of Boroondara, and in addition the Integrated Family Services team provides family services support as part of Inner East Integrated Family Services Alliance. We seek to ensure the provision of high quality services, which will bring about significant improvements in the life and experience of the children, young people and families with whom we work.

**Camcare** receives funding from local, state and federal governments. It also attracts funds through the support of private donations, philanthropic trusts and the community sector.

### General Information:

<b>Position title:</b>	Administration/IT Tutor Volunteer
<b>Reports to:</b>	Be Connected Program Coordinator Volunteer
<b>Working relationship:</b>	Manager Community Support Services
<b>Organisation:</b>	Camcare Inc.
<b>Rate of Pay:</b>	Voluntary Position
<b>Hours of Work:</b>	4 hours per week

### Background and Position Objectives

Be Connected provides senior Australians, aged 50 years and over, with a friendly and secure environment to receive computer and internet training. The internet connection and computers at Camcare can be also used by seniors for practice by appointment outside of scheduled training times.

The volunteer IT Tutor delivers computer and internet training to clients at Camcare under the Be Connected Program. The Volunteer IT Tutor may also be requested to provide training by arrangement to other Camcare staff and clients from time to time.

More information is available at:

<https://beconnected.esafety.gov.au/>

**Key Responsibilities:**

- Provide weekly individual face-to-face tutoring sessions to Seniors registered for Camcare's Be Connected program
- Data collection and entry as required under the program guidelines
- Follow Camcare's Be Connected policies and procedures

**Qualifications Required:**

- Excellent computer skills including high competence with Microsoft Windows environment
- Tutoring or coaching experience desirable

**Selection Criteria:**

- Demonstrated computer literacy with capacity to work within the standard operating environment of Camcare. Communication via email is required.
- Commitment to regular weekly tutoring sessions for a minimum of 12 months
- Sound verbal and written communication skills
- Commitment to attend training sessions as required by the agency
- Ability to work co-operatively with other staff as part of a team
- Demonstrated empathy and a non-judgmental attitude to clients at all times
- Capacity to exercise independent judgment and work autonomously
- Ability to effectively work with people from various socio-economic levels and cultural backgrounds demonstrating an inclusive attitude
- Capacity to be flexible and accommodate change

**Relevant Personal Characteristics:**

- Reliability and patience
- Compassionate with an orientation for social justice
- Integrity
- Independent and proactive approach to work responsibilities
- Strong customer service approach
- Compassionate with an orientation for social justice

**Generic:**

- All staff are required to participate in a range of continuous improvement and quality assurance processes, as required
- To work co-operatively with other staff members, providing the necessary support and assistance as appropriate

**Tenure:** A minimum commitment of one year followed by annual review.

**Police Check and Working with Children Check:**

All staff will be asked to undertake a police check and Working with Children Check before commencing duties with the agency.

**Ethical Requirements:**

**All Camcare employees are required to adhere to Camcare’s Code of Ethics.**

- **Policy**  
All staff will abide by Camcare’s policies and practices.
- **Philosophy of Camcare’s work**  
All staff will work within the philosophical guidelines set out in the Aims and Objectives in the Constitution.

Signature of Incumbent \_\_\_\_\_ Date \_\_\_\_\_

Signature of CEO: \_\_\_\_\_ Date \_\_\_\_\_