



FLOAT • Information & Advice • Face-to-face

ACHIEVE
with NERAF

<p>Role Title</p>	<p>ACHIEVE with NERAF Volunteer – ICT Learning Support Assistant</p>
<p>Purpose of Role</p>	<ul style="list-style-type: none"> • To provide support in the delivery of ICT programmes • Ensure clients comply with NERAF ICT Policies • Assist Clients to address barriers to use of ICT • Assist the ICT team in delivering learning sessions • Assist in the planning and preparation of training sessions • Keeping work area clean and tidy • Act as an Ambassador for ACHIEVE with NERAF
<p>Main activities and tasks</p>	<ul style="list-style-type: none"> • Supporting clients with basic ICT skills • Assisting tutor where required • Observe all Health & Safety Regulations & Protocols • Giving general information about NERAF Services • Promote ACHIEVE with NERAF • Maintenance of a clean and tidy environment • Engage with the clients in a positive and supportive manner <ul style="list-style-type: none"> • Assist with Job Search provision as required • Complete and maintain all records and documentation • Observe and maintain all aspects of confidentiality • Provide a warm welcome and friendly, helpful attitude • Support and uphold the principles contained in the Equality & Diversity Policy • Attend supervision and appropriate internal and external training courses relevant to the role • Inform staff at least a week in advance of planned/authorised absence

Quality, skills and experience required	Essential: <ul style="list-style-type: none"> • Demonstrates confidence and ability to deliver ICT training to new learners • Reliability • Ability to communicate with clients, other professionals and organisations in a competent and confident manner • A good knowledge of ICT • Enjoy working with people at all levels • Methodical and organised with good timekeeping skills • A basic knowledge/understanding of Substance Misuse Issues • Good Interpersonal Skills • Discretion and confidentiality • Listening Skills • Resilience • Non-Judgemental Desirable: <ul style="list-style-type: none"> • Previous experience of voluntary work • Good sense of humour • Good organisational skills • Ability to work flexibly
Training provision	<ul style="list-style-type: none"> • Comprehensive Induction • Safeguarding • Relevant internal and external training as required for the role • Equal Ops training
Location	North East England
Quality Assurance	ACHIEVE with NERAF aim to offer a quality service at all times and are committed to promoting continual improvement throughout all services delivered.
Expenses	<ul style="list-style-type: none"> • Volunteers will be paid the cost of their journey from home to centre/project, either bus fares or rates per mile as appropriate. • If volunteers work over an agreed amount of hours they may be able to claim a set amount towards Lunch • Any costs incurred while performing duties
Supervisor/Point of Contact	<ul style="list-style-type: none"> • Volunteer Co-ordinator • Base Manager • Director
Support and supervision	Regular and ongoing support and supervision will be provided to motivate and support Volunteers to enhance

	their role and to assist them to deliver quality services, enabling them to make a continuing and effective contribution to the success of the organisation and to their own continuing personal development
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