

## Volunteer Opportunity – Computer Room Support

**All Applicants:** Please contact Volunteer Administrator Michelle Latour directly with your availability and your motivation for volunteering at [mlatour@coolaid.org](mailto:mlatour@coolaid.org)

<b>Job Title:</b> Computer Room Support	<b>Bargaining Unit:</b> None
<b>Program:</b> Shelters	<b>Classification:</b> Volunteer
<b>Location:</b> Rock Bay Landing	<b>Pay Grid:</b> Volunteer
<b>Reports To:</b> Volunteer Administrator	<b>Collective Agreement:</b> None

**Job Summary:** We are looking for folks who are able to assist our clients in our computer room. This service gives people struggling with homelessness a chance to reconnect with their families and build important job-readiness skills. The computer room is also used to find housing and needed resources. While supervising our free access computer room, a volunteer might be asked to help with any of the following: resume building, job searching, rental housing searches, social media help, navigating office programs, etc. The computer room is only opened when volunteers are on site to supervise.

### Typical Duties and Responsibilities:

- Logging computer use by clients.
- Aiding clients in basic computer navigation.
- Creating a housing list on a supplied template.
- Aiding clients in search engine usage.
- Printing any documents needed from the Admin computer.
- Aiding clients in resume building.
- Troubleshooting basic computer problems (frozen screen, sudden reboot etc.)

### Qualifications

**Required to complete the Ministry of Public Safety and Solicitor General Criminal Record Check prior to commencement of volunteering.**

### Skills/Abilities:

Required:

- Basic computer comprehension.
- Ability to utilize search engines (Google, Bing etc.)
- Basic ability to type (for the housing list task)
- Basic Resume building knowledge.
- Patience for assisting and teaching clients how to use any of the above.
- Empathy for the clients who access services at Cool Aid.
- Non-judgmental attitude.

Optional:

- Previous/current training in technology, computers, hardware, software etc.
- Previous/current work for a technology company/retail environment.
- An interest in Mental Health and Addictions

**Date Established: May 11, 2018**