**Job Title:** Computer Room Support

**Location:** Rock Bay Landing (535 Ellice Street)
**Reports to:** Michelle Latour

**Time Commitment:** 2 hour shifts. 2-4 shifts per month
**Hours of Operation:** Monday-Sunday 8 AM – 9 PM

**Job Description:** 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.)

**Skills/Abilities Required:**
1. Basic computer comprehension.
2. Ability to utilize search engines (Google, Bing etc.)
3. Basic ability to type (for the housing list task)
4. Basic Resume building knowledge.
5. Patience for assisting and teaching clients how to use any of the above.
6. Empathy for the clients who access services at Cool Aid.
7. Non-judgmental attitude.
**Skills/Abilities Optional:**
1. Previous/current training in technology, computers, hardware, software etc.
2. Previous/current work for a technology company/retail environment.
3. An interest in Mental Health and Addictions

**Volunteer Requirements:**
1. Interview with the Cool Aid Volunteer Administrator or Program Manager.
2. Completed Cool Aid Volunteer Application.
3. Completed Consent to a Criminal Record Check for Volunteers. Paid for and completed by Cool Aid.
4. Criminal Record Clearance to work with vulnerable adults.
5. Completed Cool Aid Orientation.

**Date Established:** February 2020