

## Seniors One Stop (SOS) – Online Support Volunteer

### Position Description

Volunteer meets with clients virtually on the phone to assist those that either do not have a computer or want help navigating online. Volunteer may help look up information or submit online forms on a client's behalf. Examples of this would be to set up appointments online, or register for programs. Clients are referred to volunteer by SOS for individual appointments. Good records should be kept to maintain stats for agency.

*Reports to Seniors One Stop Coordinator*

### Time Commitment

Flexible for up to 1 to 2 hours a week as needed. Minimum one year commitment.

### Skill & Education Requirements

Person should be flexible, resourceful and good with people. They should be comfortable using the computer and have access to their own computer. Person must be willing to attend more training if necessary and share new resources with Seniors One Stop Coordinator.

### Language Requirements: S=SPEAK R=READ W=WRITE

English is required S R W

Additional languages are an asset.

### References

Two references, other than family, are required unless already an NSCR Volunteer.

### Criminal Records Check Requirements

A Criminal Records Check and a Vulnerable Sector Check is required through the Ministry of Justice.