



Volunteer Position Description

Position title	<i>Digital Literacy Support Volunteer</i>
Position purpose	<i>To assist community members, particularly those from culturally and linguistically diverse backgrounds, in developing essential digital skills. This includes helping with basic computer use, internet navigation, email setup, and accessing online services.</i>
Location	<i>Armidale Settlement Services Office</i>
Time	<i>Flexible – approximately 2–3 hours per week, scheduled based on volunteer availability and client needs.</i>
Commitment	<i>Regular commitment for a minimum period of three months.</i>
Reporting to	<i>Settlement Services Coordinator</i>
Duties/responsibilities	<ul style="list-style-type: none"> • <i>Provide one-on-one or small group assistance with digital tasks such as creating email accounts, using word processing software, and accessing government or community services online.</i> • <i>Explain digital concepts clearly and patiently.</i> • <i>Support clients in understanding online safety and privacy.</i> • <i>Maintain confidentiality and respect for all participants.</i> • <i>Notify the Coordinator in advance of any absences.</i> • <i>Follow relevant MOSAIC MULTICULTURAL CONNECTIONS policies and procedures.</i>
Skills, experience, personal qualities	<ul style="list-style-type: none"> • <i>High proficiency in verbal and written English.</i> • <i>Excellent verbal communication, interpersonal skills and ability to build positive relationships with the students.</i> • <i>Patience and ability to explain processes clearly.</i> • <i>Attention to detail and ability to follow guidelines.</i> • <i>Understanding of culturally and linguistically diverse communities.</i>

	<ul style="list-style-type: none"> <i>Patience, persistence, ability to encourage, sense of humour/fun, punctuality, reliability, flexibility.</i>
Background checks	<ul style="list-style-type: none"> <i>Federal Police Check (form to be completed at registration)</i> <i>Working with Children Check (WWC Number to be provided to MOSAIC MULTICULTURAL CONNECTIONS for verification)</i> <i>COVID19 Vaccination Certificate</i>
Other...	<i>Basic COVID19 training from Dept of Health – link provided at registration</i>

Volunteering at MOSAIC MULTICULTURAL CONNECTIONS is dependent on the results of background checks that are detailed in this volunteer position description. MOSAIC MULTICULTURAL CONNECTIONS reserves the right to prohibit an individual from volunteering if background checks are not to the organisation's satisfaction.

In addition, you are required to provide full and up to date disclosure to MOSAIC MULTICULTURAL CONNECTIONS in respect to any matter which may affect your capacity to perform the duties associated with the role and in this regard but not limited to, the capacity to interact with children and vulnerable people, and deal with sensitive financial or personal information.