



CVCOA Digital Navigator Volunteer Position Description

Objectives:

- Reduce social isolation of home-bound older adults by encouraging engagement with technology.
- Help older adults practice basic functions on an iPad, laptop, or other device.
- Guide people in using specific apps, finding community resources online, researching favorite topics and interests, playing games, taking classes, and/or accessing telehealth services.
- Help older adults engage in meaningful companionship and learn to video chat with devices.
- Contribute to making tech literacy accessible to older adults by providing individualized skills training and practice opportunities over time.
- Engage in activities that promote social stimulation through technology.
- Support older adults in leading healthy, meaningful and dignified lives.

Qualifications/skills:

- Ability and desire to work with and guide people of all backgrounds, skill levels, and philosophies.
- Experience with using an iPad, laptop, or other device in your own life.
- Interest in engaging in technology literacy.
- Understand the importance of being a lifelong learner and maintain a growth mindset.
- Knowledge of device functions and apps to a degree which allows for coaching older adults via Zoom, telephone, or in person.
- Ability to understand and practice confidentiality regarding program participants.
- Dependability, flexibility, and encouraging disposition.
- Ability to follow and give direction, understand a learning plan, and perform tasks independently.



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Responsibilities:

- Review customized Learning Plan for participants and adjust plan as needed.
- Optional: help create individualized and visual step-by-step how-to guides for participants.
- Enter volunteer hours served on a monthly basis.
- Communicate regularly with up to 3 program participants.
- Assist with completing surveys to help improve participant experience.
- Utilize resources and training provided by CVCOA to assist with specific tasks and goals.
- Provide feedback to help improve the program, learning experiences, and materials.

Time Commitment: approx. 1-3 hours per week

Volunteers will serve as "Digital Navigator" for 1-3 community members. Time commitment includes making/attending Zoom calls, telephone calls, or in-person visits with participants. Digital Navigator Volunteers will help guide older adults in the use of an iPad, laptop, or other devices and provide practice opportunities to help people develop skills over time. Training and support will be available to volunteers upon their request.

Supervisor: CVCOA Volunteer Coordinator and Community Engaged Tech Specialist

Benefits:

- Enjoy knowing you are providing a vital service to older adults by helping maintain social interaction and reducing social isolation through technology.
- Aid in reducing the digital divide in Vermont.
- Obtain experience with diverse members of your community.
- See the difference you make in the lives of older Vermonters.
- Contribute to the greater good of your community.



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- Receive ongoing support, training, and recognition from CVCOA.

No previous formal experience necessary—training provided

We strongly encourage volunteers who are people of color, indigenous, immigrants and refugees, LGBTQ+ and People with disabilities to apply.

If you are not already an approved Central Vermont Council on Aging volunteer and want to volunteer, apply online at www.cvcoa.org/volunteer-application, or call 802-241-4840 for more information about this position.