

Position Description: Digital Mentor Volunteer

Organisation & Mission:

Digital Connect Central Coast provides workshops for seniors (50+) in using digital technology in daily life. Funded by Good Things Australia and Be Connected (an Australian federal government initiative), our goal is to address the issue of digital inclusion in the community to ensure seniors remain connected, and can safely navigate the digital world.

Workshops include practical learning in small groups with a focus on digital mobile devices, including smartphones (Apple iPhone/Android) and tablet/iPads.

Role Summary:

Digital Mentor Volunteers support Digital Connect workshops to guide and assist learners to improve their digital skills, and promote confidence and independence to address social inclusion in the community.

Digital Mentor Volunteers are confident in demonstrating digital concepts, and as such, are competent in the knowledge of the workshop content.

Digital Mentor Volunteers are required to support small groups and provide 1:1 support to learners. This includes leading a small group of learners during our workshops and ensuring that learners are competent in meeting the outcomes of the workshop.

Key Responsibilities:

General program support:

- Prepare for Digital Connect workshops to ensure your own confidence and competency in demonstrating the concepts to learners.
- Communicate availability through the WhatsApp group.

Workshops:

- Actively participate in Digital Connect workshops by leading a small group of learners to provide guidance, inspiration and support to your learners to complete the workshop activities.
- Provide 1:1 support as required.
- Have the ability to problem solve - utilising support from other Digital Mentors and/or the ability to research solutions for learner challenges.

- Recognise high risk situations and maintain clear and consistent boundaries for requests for advice on matters outside your area of expertise e.g. legal, financial.
- Maintain the structure and scope of the workshop.
- Defer requests for technical support to a Lead Mentor.
- Maintain confidentiality.

Further development:

- Attend up-skill training sessions.
- Complete the Digital Mentor Skills Checkers from Good Things as required.

Time Commitment:

There is no scheduled time commitment. We do ask that you are available to support a minimum of 6 Digital Connect workshops over a 6 month period.

Locations:

Digital Connect holds workshops in the following locations:

- Gosford RSL
- Ettalong Diggers RSL
- The Ary Toukley
- Oak Tree Retirement Village Kanwal
- Mangrove Mountain Computer Club.

Digital Mentor Volunteers can opt to provide support at any location.

Skills & Qualifications:

Technical:

- Daily use of a mobile device - Apple and/or Android
- Be familiar with core mobile device functions, internet and communication, cybersecurity and safety including password management, cloud services, Apps and device accessibility settings
- Awareness of digital support services e.g. Be Connected, Services Australia, Scam Watch
- Ability to problem solve by leveraging the experience of the team and/or researching solutions if required.

Personal attributes:

- Kindness, empathy and sensitivity
- Patience and flexibility
- Positivity

- Ability to inspire and motivate
- Self awareness and a desire for continuous learning.

Training & Support:

- Digital Mentor induction training.
- A Digital Connect polo shirt and name label will be provided to Digital Mentor Volunteers once training induction is complete and competency assessed.
- Upskill training will be provided on a quarterly basis.
- A team of Lead Mentors will support new Digital Mentors to ensure they gain the required level of confidence and competency.
- Resources - Be Connected and Good Things Foundation websites.
- All Volunteers are required to undergo a police check. This cost will be covered by Digital Connect.

Benefits to Volunteer:

- Giving back to the community & community connection.
- Ongoing skills development through training and upskill sessions.
- Social events.
- The expertise of the mentor team in providing the latest news, updates and advice.
- Becoming part of a federal network through the Be Connected program.

Last update: Dec 2025