

**ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.**  
P.O. Box 1717 | 200 South Cruse Avenue | Helena, MT 59624-1717  
phone: 406.447.1680 | toll free: 800.356.6544 | fax: 406.447.1629

## **Senior Tech Support** **Volunteer Position Description**

**Program Recruiting Volunteer:** Area IV Agency on Aging (Area IV)

**Position Supervised by:** Area IV's Education and Outreach Coordinator

**Minimum Commitment:** Six months.

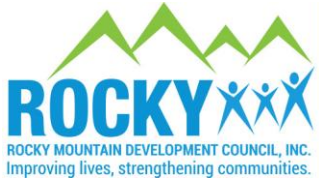
**Contact:** Maria Murphy at (406) 457-7376 or email [mmurphy@rmdc.net](mailto:mmurphy@rmdc.net)

**Program Overview:** Area IV Agency on Aging, part of Rocky Mountain Development Council, Inc., is a non-profit that assists seniors and persons with disabilities to make choices to preserve their independence and dignity. We manage programs such as Medicare Information and Counseling, Information and Assistance, Long-Term Care Ombudsman, and the Senior Medicare Patrol. We serve the six county area of Lewis and Clark, Broadwater, Jefferson, Meagher, Gallatin, and Park.

**Position Overview:** Technology provides incredible potential to older adults, but if knowledge on how to use the technology is lacking, it can instead become an insurmountable barrier to certain types of assistance and educational, entertaining, or social opportunities. Area IV offers virtual activities, and is loaning out iPads to adults over 60 who do not have access to either a computer type device or internet. The volunteer in this position will provide patient, in-depth support to individuals having difficulty accessing those virtual activities or using the iPads. The ultimate and constant goal will be to empower individuals to view and use technology as a tool rather than something to be feared or avoided. This support would be provided through phone, email, Zoom, and other methods.

### **Key Responsibilities:**

- Receive referrals from Area IV staff and call individuals to provide technical assistance.
- Patiently communicate instructions to individuals in a variety of ways and potentially multiple times.
- Use existing options such as video tutorials or instructional webpages to support clients' acquiring necessary technology skills.
- Willingness to create "cheat sheets" or instructional videos when existing options are unavailable.
- As necessary, suggest and seek approval to use alternative methods to educate older adults on the use of technology.
- Empower older adults to use technology with ever decreasing need for support.
- Make occasional check-in calls to current users of Area IV iPads.
- Write short "Tech Corner" articles for future Area IV newsletter.
- Clear iPads of client added information, applications, etc. when iPads are returned.



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- Follow Rocky’s Covid-19 safety procedures (such as masks, gloves, Covid-19 screening questions, etc.) and CDC guidelines for Covid-19.
- Abide by Rocky Mountain Development Council, Inc. (Rocky) volunteer policies.
- Complete other duties as decided and agreed upon by volunteer supervisor and volunteer.

**Qualifications:**

- Patience!
- Excellent communication skills.
- At ease using various mediums (phone, email, Zoom, etc.) to work with clients.
- Ability to describe the same process or instruction in various ways.
- Skilled at using non-technical language to describe how to use a tablet or similar device.
- Proficient at using Apple products.
- Able to pass a Criminal Background Check.

**Benefits:**

- Use of Area IV iPad with internet capability throughout time of service.
- Satisfaction from knowing you are personally assisting older adults in removing technology barriers to certain services, entertainment, socialization, and more.
- Gain experience working with older adults.
- Opportunity to improve communication skills.

**Commitment:**

**Amount of Time:** Approximately 2 hours per week.

**Time of Day:** Between the hours of 8-5 unless previous arrangements are made.

**Day of Week:** Scheduled day/days Monday through Friday.

**Location:** This position is virtual, but if necessary or preferred, Area IV can provide space at their office location (648 N. Jackson Helena, MT 59601). In-person meetings with clients will not occur until at least Phase 3 of reopening in order to reduce risk of Covid-19 transmission.

**Goal of Position:** To decrease technological barriers for older adults accessing Area IV virtual opportunities or using Area IV iPads.

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Volunteer Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Volunteer Coordinator

\_\_\_\_\_  
Date