

# Virtual Tech Mentor Commitment Contract



## MENTOR JOB DESCRIPTION

**Primary Function/Job Summary:** To teach Senior Citizens how to navigate the Internet and how to use other technological devices and applications. Mentors must demonstrate strong listening skills, be patient, dependable, considerate and compassionate.

### Major Duties and Responsibilities:

- Complete the online Cyber-Seniors Mentor Training program
- Watch the training videos and read the Instruction documents for uSked and Flex on the Volunteer Tools page at [www.cyberseniors.org/volunteer-tools](http://www.cyberseniors.org/volunteer-tools)
- Participate actively in webinar volunteer placements by turning on video camera (if possible) and answering participant questions and prompting conversation in the breakout rooms
- Login to the Flex platform well in advance (at least the weekday before) of your first outbound call assignment to ensure that you are familiar with how the platform works and to resolve any tech issues
- Carefully read the confirmation email for your assignment to understand the needs of the Senior you are calling or the topic of the webinar in which you are mentoring
- Carry out each tech session by listening to what the Senior needs help with or is interested in learning and doing your best to satisfy those needs
- For Outbound call assignments, complete the One-on-one call log for EACH call. If the Senior didn't answer your call, please indicate that on the log entry
- For Outbound call assignments, if the Senior is from a training group, review the information on Volunteer Tools before the call to learn what they have and the requirements of their training. If you have any questions, you will seek further information from either [anny@cyberseniors.org](mailto:anny@cyberseniors.org) or [macaulee@cyberseniors.org](mailto:macaulee@cyberseniors.org).

### Do NOT:

- Accept abuse from anyone (report any behaviour that makes you uncomfortable to [scheduling@cyberseniors.org](mailto:scheduling@cyberseniors.org))
- Help the Senior with accessing their bank account, any type of pornographic or illegal material
- Ask the Senior for any personal information other than the items on the Support Call Log, i.e. Social Insurance/Security Number, income, specific location, etc.
- Express any personal opinions on any contentious issues such as politics, race, vaccinations, etc.
- Give out sensitive personal information, i.e. address, phone number, age, specific location
- Use inappropriate language
- Make personal phone calls on the Flex system

I have read the job description above and pledge to participate in a meaningful and engaged manner and to show compassion and respect towards my fellow program participants.

I acknowledge that I am committing to work as a Mentor for the assignments in which I express interest on uSked and agree to inform [scheduling@cyberseniors.org](mailto:scheduling@cyberseniors.org) if and when any scheduling conflicts arise. I understand that my attendance not only affects my own success in the Program but the success of others involved.

Signed:

Date:

[www.cyberseniors.org](http://www.cyberseniors.org)