

Beginners' Computer Skills

Thank you for deciding to volunteer with us at Providence Row. You are helping to tackle the root causes of homelessness and help people in East London get off, and stay off, the streets.

On the day: You will provide 1:1 support to people completing a variety of tasks in our Computer Skills class.

Using your knowledge from personal and professional use of computers, you will support people with very limited experience in a one to one capacity. As job searches and benefit claims are now all online, returning to work and accessing Government support is near impossible without basic computer skills. Students in the class will be working on a variety of tasks; some will be following the 'Learn My Way' online course, while others may be setting up or checking email accounts, job searching, practicing typing or completing online tests linked to the accredited trainee schemes we run. The staff member leading the session will guide you through the online courses people are accessing so you have all the knowledge you need to help people in the class and will let you know at the start who you will work with and what their support needs are.

Time	Activity	Staff lead
11.10am – 11.25am	Arrival & introduction	Olivia Galvin-Hughes
11.25am – 1.00pm	Computer Skills session	Asia Begum or Annette Whiffin
1.00pm – 1.15pm	Feedback	Olivia Galvin-Hughes

Only basic computer knowledge is necessary for this activity, as well as enthusiasm and a willingness to take part.

You will meet new people, and see what people are doing to turn their lives around. This is a great opportunity to learn and try something different, as well as put your skills and experience to use in a different environment!

What you can expect:

- Clear instructions and information.
- Support and guidance from a member of staff throughout the day.
- A full Health & Safety briefing on arrival.
- An introduction to Providence Row and a tour of our centre.
- A secure place to store your belongings.
- The opportunity to make a real difference.

Our expectations:

- Be reliable and arrive promptly at the time we ask. If you are unable to come in on the day, or running late please contact Olivia on 020 7422 6381. We do not have a large reception area, so please try not to arrive more than five minutes early. If you are late for the session you may not be able to join.
- If you know you are unable to attend the session, please give us 48 hours' notice or find a replacement.
- It is important that we know where our visitors are when they are first on site. Please ensure you remain in the reception area until you are collected by a member of Fundraising staff.
- Be mindful that we work with extremely vulnerable adults and to treat anything you hear as confidential; do tell a member of staff if you hear something that makes you uncomfortable or makes you think someone is at risk.
- Please all arrive together and let us know if this is not going to be possible.
- Do not take photos whilst you are on our site. If you would like to have photos taken let us know in advance and we can organise it, or we can take a group photo at the end of the session.
- Wear comfortable clothing. If you have company volunteering T-shirts, please wear them.
- Have a good time, and please do mention us on Facebook and Twitter, and talk about your experience with friends, family and colleagues.

Where: Providence Row, The Dellow Centre, 82 Wentworth Street, E1 7SA

How to find us:

You can reach us by tube to Aldgate (Circle and Metropolitan lines) or Aldgate East (District and Hammersmith & City lines) or by bus to Aldgate Bus Station, Whitechapel High Street or Commercial Street.

When you arrive, please go to the gate to the left of the large metal gates. Please buzz through and cross the courtyard and enter our Welcome Area on the right, where the large curved window is.

Contact info:

Kira Cover
Fundraising & Marketing Assistant
020 7422 6381
kcover@providencerow.org.uk

Main switchboard number: 020 74226778

Your company will have made a donation for your team to take part in this session. These donations go towards the costs of organising and running the session, and allow us to continue to run and develop our vital services.

Thank you and we hope you have a good day!

