BRISTOL PUBLIC LIBRARY

701 Goode St. **Bristol, VA 24201**
Volunteer Tutor Job Description
Computer Tutor

Department: Patricia Freedman Literacy Academy

Mission: PFLA changes lives by helping people build job and life skills.

Vision: PFLA is able to address any learning need – basic or advanced

Reports to: Literacy Academy Coordinator or assigned Instructor.

Importance of Position: The Literacy Academy addresses learning needs through our program by providing literacy instruction to the community or by referral to an appropriate institution.

Description: Tutor computer students in any of the following: basic computer concepts, computer tutorials, job search, online job applications, internet search, email set-up and/or instruction, resume assistance, assist in GED123.org registration, and online college Financial Aid (FAFSA) applications.

Qualifications:
- MUST possess PATIENCE and have TOLERANCE for all!
- Familiarity with computer functions and programs necessary. High school or GED graduate, or some college preferred.
- Knowledgeable ability and skills to teach preferred educational area.
- "Introduction" and "How to use this course" tutorials **mandatory** with tutorials or end of instruction tests preferred.
- Ability to perform basic computer operations, particularly word processing.
- Strong interpersonal skills and ability to work with students of various backgrounds.
- Familiarity with Internet functions such as searching and email.
- **Mandatory confidentiality** of all information regarding students.

Responsibilities:
- Attend orientation to the Bristol Public Library and the Patricia Freedman Literacy Academy and job-specific training.
- Assist students as requested or needed.
- Give supervisor sufficient notice if unable to meet with student or be present as scheduled.

Training Provided:

- **Orientation to BPL and training provided by PFLA.**
- Strategies for providing accurate, effective assistance to the public, in person and on the telephone.

Length of Commitment:
- Minimum six-month commitment as a volunteer.

Time Commitment:
- Individually as needed to provide tutorial services.