

Client Tech Support Program Orientation



Welcome to the Client Tech Support Program

Thank you for volunteering with the Jewish Federation of Greater Raleigh. Our dedicated volunteers play a crucial role in our organization, and your commitment is truly appreciated.

By choosing to volunteer in this capacity, you generously contribute the invaluable gift of your time and effort. The impact extends beyond the individual, positively influencing the organization and our community as a whole.

Thank you!

What is the Client Tech Support Program?

Developed during pandemic, the Client Tech Support Outreach Program has proven to be vital to our older adult community.

Volunteers can offer support to community members regarding technology.

This will enable our isolated clients to continue to have a connection with their families, friends and even medical providers.

What is the Client Tech Support Program?

Volunteers will provide tech support via an in-person visit, phone call, or video platform (if able) to area members with the following issues:

- ▶ Basic functions of their devices (Power, set-up, charging, WiFi, etc.)
 - ▶ Smart Phones
 - ▶ Tablets
 - ▶ Personal Computers (PC's)
- ▶ Use of Social Media
 - ▶ Facebook and Facebook Messenger
 - ▶ Zoom, Facebook Video Chats, and other Video Platforms (both live stream and pre-recorded)
- ▶ Navigating grocery store websites
 - ▶ Order and delivery accounts/process
 - ▶ Ordering Pharmacy items

What skills does a Client Tech Support Volunteer Need?

- ▶ Knowledge of how to use the internet (WiFi, Ethernet, Dial-up access)
- ▶ Knowledge of various devices (Tablets, PC's, Smart Phones)
- ▶ Knowledge of one or more major electronic platforms and search engines.

(Apple, Android products, or Google vs Safari)

- ▶ Knowledge of at least one video platform (Zoom, Google Meet, Face Book Messenger, other?)
- ▶ Basic knowledge of password protection.
 - ▶ What is an effective password?
 - ▶ Do they know where to access their passwords?
 - ▶ DO NOT ask for passwords.

What skills does a Client Tech Support Volunteer Need?

- ▶ **Confidentiality:** Confidentiality is a must! Details about your calls or visits should not be used as conversation with others. Make calls in a private, quiet location.
- ▶ **What services JFS Provides:**
 - ▶ Clinical Services: Therapy, Case Management & Counseling
 - ▶ Assistance Programs: Emergency Financial Assistance, Food Assistance (Food Pantry, Mitzvah Meals)
 - ▶ JFSGo Transportation: For eligible seniors to get to medical appointments, grocery shopping, Jewish Community and religious events.

Dealing with Concerns, Crisis and Emergencies:

- ▶ If you have **concerns** about the person you called, contact the Volunteer Engagement Manager or Jewish Family Services ASAP
 - ▶ [Tracy Jacobsen](#), 919-585-1499
 - ▶ Jewish Family Services 919-676-6170
- ▶ If there is an immediate safety concern or emergency:
 - ▶ **CALL 911** or direct the client to do so if possible
 - ▶ Notify the Volunteer Engagement Manager or JFS immediately so we can proceed with necessary steps.

REMEMBER, you are calling as a volunteer, not as a professional. Volunteers should not offer legal or medical advice. Volunteers must communicate with the Volunteer Engagement Manager or a JFS staff representative regarding any concerns about the client.

What's Next?

- ▶ Volunteers will be assigned Tech Support clients on an as needed basis based on volunteer availability.
- ▶ Client information will be shared via email from the Volunteer Engagement Manager. This will include information regarding their tech support needs.
- ▶ Volunteer phone numbers will not be shared with any clients.
 - ▶ Please do not share your phone number with clients.
- ▶ Volunteers are to contact clients directly to set up a first Tech Support visit or future calls.
- ▶ Use the *67 call blocking feature before you make your call.
 - ▶ Clients will receive notification of upcoming call, indicating that it will display as an "unidentified" or "unknown" caller ID.
- ▶ Clients are to contact their JFS Case Worker directly when Tech Support is needed.
- ▶ Submit your volunteer time and any notes in your Volunteer Connect Portal [HERE](#).



Contact:
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Volunteer Engagement Manager
Tracy.Jacobsen@ShalomRaleigh.org
919-585-1499

Thank you!