



POSITION DESCRIPTION

Tech Help as part of 'Connect & Communicate' with Maribyrnong Library Service

POSITION TITLE	Lively Tech Helper
POSITION LOCATION	City of Maribyrnong
EMPLOYMENT TYPE	Casual
KEY CONTACT	Robin Parkin

[Lively](#) is a not-for-profit home care provider that connects generations, creates meaningful employment for young jobseekers and increases the connectedness and inclusion of older people in our community. We train and employ young jobseekers (aged 18–25) to provide services that help older people maintain social connection, independence and wellbeing. Through this process, we also build connections that enable older people to share their rich life experiences, stories and knowledge back with the young, fostering intergenerational understanding and respect, as well as young people's personal development. We're a small not-for-profit aiming to grow our reach and our team is full of people who really care about care.

Right now, we are looking for four Helpers to join us on a project with the Maribyrnong Library Service. Maribyrnong Library Service, like Lively, have identified the need for older community members to have support with accessing and using technology as a means to keep them stay connected. Especially after the year of Zoom calls and Facetime, COM are keen to help their community get set up and feeling comfortable with this technology... That's where Lively comes in. To support the diverse range of people living in the City of Maribyrnong, we're looking to hire people with strong language skills in either *Vietnamese, Cantonese, and/or Mandarin*.

Following Lively's approach, our young workers are matched with older people to work directly with them as their technology Helper, providing a range of support like setting up and using Zoom, connecting on social media, using iPads, sending emails, organising photos,

finding info online, using online services, navigating travel apps etc. We believe in the importance of meaningful connections between our members and Helpers and hope that as they work through the technology support they're able to build up a strong connection and report with one another. The sessions will take place at community locations (such as libraries) as well as at the Member's home, and Lively will provide tech helper employees with all the training necessary. Please note, it is possible that if we're faced with unexpected restrictions, the program will be altered to accommodate for remote support, e.g. over the phone.

The Position

In partnership with the Maribyrnong Library Service, this project aims to provide older community members with friendship and support with Technology. Every member will have different needs and experience and you will work with them to make the most of their sessions. You will manage your own schedule and hours, negotiating 'shift' times that work for both yourself and the member(s) you support. You can expect to be working with other Helpers to support groups of 10-12 older community members and individually with 7-8 Members who will each receive 5 hours of technology help in total.

You will work independently, maintaining fluid communication with our Support Coordinator and the Lively project team to provide the best possible Lively experience for our Members. You will also be connected to Lively's broader community of Helpers, which we hope offers connection and peer support in addition to your work with members and Coordinators. Once you start working with your members, it is expected that you will continue working with them through to the end of their allocated hours. Whilst this project has a specific number of hours associated with it, we do hope that there will be further work for you to continue with at Lively once the project is finished, if you wish to keep working with us.

About you

To be eligible for a role as a Lively Helper, you don't need to have had previous experience in a care role. You must, however, be:

- Between 18-25 years of age and currently looking for work.
- Living in (or very close to) the [City of Maribyrnong](#) local government area
- Friendly, outgoing and enthusiastic.
- Patient, understanding and able to communicate effectively with older people.
- Well-presented, polite and respectful of older community members.
- Reliable, punctual and able to commit to providing consistent support to the older people you work with.
- Flexible and able to exercise initiative to adapt the support you provide to older participants when their needs or wishes change.
- Good at managing your time and juggling competing priorities.
- Interested in learning about older people's lives, stories and experiences, and in being a champion for them to live active and full lives.
- Ready to learn and grow your skills in practical support and interpersonal communication, particularly with diverse audiences.
- In possession of a driver's licence and with access to a safe, roadworthy car or with an alternative mode of transport to get around the Maribyrnong area, e.g. public

transport, bike riding etc. Note that this council area is quite large and the Lively members you are working with may be spread out.

- Able to commit to seeing your members through to the end of your 5-hour commitment with them in this program.
- And, whilst we're still growing, happy to travel a little outside your local area to reach Members

Please note: Lively is a not-for-profit organisation with a specific mission to offer meaningful work opportunities for young people aged 18-25 years who have limited previous experience. Priority is therefore given to applicants within this age range.

At Lively we embrace each other's uniqueness through age, gender identity or expression, religion, ethnicity, age, neurodiversity, disability status and sexual orientation. We extend this embrace to our communities as we strive towards providing a safe environment that reflects the beautiful diversity of people who call Australia home. If you join the Lively team, we're committed to celebrating all the things that make you who you are.

What You'll Gain

- Meaningful work that builds personal and professional skills with the backing of a supportive and trusting team.
- An opportunity to have a significant positive impact in the lives of older individuals.
- The opportunity to form meaningful relationships with older people, and to share and learn from them.
- The opportunity to get in on the ground floor with a new and dynamic home care provider with aspirations to change the face of Australian home care.
- The chance to contribute to the development of an exciting new service through your observations and participation.
- References to support your future job seeking efforts.

Wages

You will be paid in accordance with the Social, Community, Home Care and Disability Services Award. We are offering the position at an hourly rate of \$30ph, which includes the extra 25% casual loading. In accordance with the award, we pay the appropriate penalty rates, superannuation and allowances.

You will also be paid for training that you undertake with Lively. This includes initial orientation training and ongoing learning & development.

Working at Lively

Lively is a small and growing organisation, having just become accredited as a new provider of home care in September 2019. Right now, we have a head office team of 5 (HQ) and a Helper team of 40. We're seeking to build a team of passionate and dynamic Helpers as we start to roll out our services, so you'll be joining us at a pivotal and exciting time of transition. At Lively HQ we're a positive, warm and lively bunch (thus the name!) and we centre people in everything we do. Though we may be small right now, we're committed to providing a rewarding employment experience with opportunities for personal and professional growth.

Working with us at Lively, your ideas are encouraged and creativity welcomed. We're in an exciting growth period, which means that we are constantly learning, developing and improving - finding solutions to new and emerging challenges, and working hard to strengthen our foundations for growth.

We don't buy into unnecessary bureaucracy which gets in the way of older people getting what they need, or our team getting the most out of their work.

Apply

Applications are due by 5pm, Monday 16 August 2021. To apply, please complete your written application [here](#). *Please note: We are only accepting applications via this link.*

For questions, please contact Robin on (03) 9070 4705 Monday, Tuesday or Thursday or reach out to robin@lively.org.au.

Lively is an equal opportunity employer with a zero tolerance approach to discrimination. We welcome and encourage applicants from all walks of life to apply.