Soup Hub Supervisor

1. Role overview

Organisation	Suzanne Aubert Compassion Centre (SACC), in collaboration with WICT and Retake the Net
Role	Volunteer - Soup Hub Supervisor
Location	132 Tory Street, Wellington
Hours	Expected hours: 2-4 hours per week for at least 3 months. Weekdays 12:30 - 4:30 pm.
Reporting to	Soup Hub Coordinator
Support available	Soup Hub Coordinator and volunteers (there will be at least two volunteers per shift); training materials will be supplied
Working relationships	Hub users, volunteers, hub partners, SACC staff, hub supporters and benefactors

2. Centre Background

The Suzanne Aubert Compassion Centre operates a Soup Kitchen, and provides access to social services to those on the margins. We provide a place of welcome and warm hospitality to every person who comes to the Centre. This is particularly the case with clients of the Soup Kitchen. The Soup Kitchen is for many who come, more than a place to get a meal. It provides social contact for people who are often isolated and marginalised. Some of the people who access the Centre may have addiction issues, some may be mental health consumers. We do not ask a person's reason for coming to the Centre, and treat all with respect and dignity. The Centre also houses MclaSS – a ESOL class for refugee and migrants. These students may also be keen users of the hub.

3. Project Background

The computer hub ("Soup Hub") at the Centre is a new initiative established to enable access to technology, the Internet, and digital literacy training for people in need. It is a partnership with SACC and Re-take the Net, supported by Wellington ICT.

Retake the Net believes access to information and communication tools are a human right and that by providing access to computers, the Internet and some skills training will have a positive affect on the people who come to SACC.

4. Volunteer needs

SACC is looking for volunteers to staff the Soup Hub. Volunteers work with the hub coordinator and SACC staff to manage registration for and access to computers, supervise clients and ensure the Code of Conduct is adhered to, and provide training on various modules for computer literacy. The training materials will be provided. Volunteers work in pairs, and new volunteers are paired up with more experienced staff to provide guidance and mentoring.

5. Responsibilities

- Manage physical access to computers, e.g., greet clients and walk them out at the end of their sessions
- Register new clients and help clients with sign-in
- Explain to clients the training options being offered and how to sign up for it
- Depending on own computer skills and interest, deliver training modules to clients
- Coach and guide clients who need technical help or special assistance
- Understand, communicate and enforce rules and policies, in particular, the Code of Conduct
- Any other tasks that may be assigned

6. Required skills

- Confident computer skills in the areas of common web tasks and applications, such as email, web browsing, word processing and spreadsheets, search, social media
- Ability to teach and mentor others
- Comfortable with working with people on the margins of society
- Interest in, and willingness to upskill and learn new applications
- Empathy and patience with people of various skill and learning levels
- Experience with using open source software (e.g., Ubuntu, Open Office) is a plus

(adapted from WICT's Volunteer Pack)