Job Description for IT Assistant at Headway Bedford

At Headway Bedford, we provide a wide range of services to help rebuild lives after brain injury, providing practical and emotional rehabilitation support for our clients and their families. Your role is to encourage this enablement process through working with clients during 1:1 IT sessions to help them to increase their abilities, confidence and self esteem. Our clients take part in IT sessions as part of their rehabilitation programme in order to increase their independence.

Requirements:

Working knowledge of Microsoft packages, patience, good sense of humour, good standard of literacy. You will require the ability to verbally explain and/or demonstrate IT tasks in a variety of different ways on a 1:1 basis

Duties:

1. Work with clients to increase their confidence and abilities in the various computer programmes (Microsoft Word, Excel, Publisher etc.) as directed by the IT Tutor.

2. Work with clients to increase their confidence and abilities in using the internet and emailing as directed by the IT Tutor.

3. Assist in cognitive rehabilitation through the use of a variety of programmes (training will be provided).

4. Work with clients to find practical solutions to encourage increased independence in computing. .

5. Help build the client's confidence in computing and enhance self-esteem.

6. Be attentive and interested in the client at all times during session.

7. To attend a briefing meeting with the IT tutor prior to the session.

8. Give written feedback on the client's mood, abilities, attitude, progress and level of support required after each session.

9. Tidy the work area after the session and return client folders to the correct place.

10. Claim expenses from Stella Hammond on arrival (receipts required if using public transport).

Hours: Sessions are Monday - Thursday 10.30am -1.00pm and 1.00pm – 3.30pm

15.03.2012