

## Home Delivery Service Volunteer Role Description

Home Delivery Service Volunteers work with residents of Brighton & Hove who need extra assistance to access the services provided by our city's libraries.

Delivering books to people who are unable to make the trip to the library on their own, either due to disability, ill health, or commitments caring for others, you'll be helping to make sure that everyone in the city has equal access to our library resources.

### Duties

- To select library materials for the customer, taking into account their personal preferences
- To pass on requests for specialist books or information to library staff
- To deliver library materials to customers on a regular basis, at times previously agreed between yourself and your client(s)
- To keep a record of your visits and pass this information on to the library service for statistical purposes as required
- To return loaned items to one of our libraries and ensure items have been removed from the client's library account
- To comply with health and safety legislation
- To maintain the standards of the council's Equalities policy

### Skills & Experience

A friendly and patient manner

Reliability

An interest in books and reading

Experience of dealing with older or disabled people, either in a personal or professional environment, is desirable for this role

A current driving license (optional)



## Time Commitment

Home Delivery Service Volunteers provide regular visits with the aim of maintaining continuity of service for our customers. Commitment will usually start at one visit every 2-4 weeks, but may vary depending on the needs of the client(s) visited.

If there are specific times you are able to volunteer please indicate them on your expression of interest form. Please be realistic about the amount of time you are able to offer – it is much easier to increase your volunteering than to reduce it. We ask volunteers to commit to a minimum of six months volunteering with us.

## What You Can Gain

You will gain experience of working with older or disabled people on a one to one basis in a home environment.

You will increase your knowledge of libraries and the services they offer, and support your local library.

You will increase your knowledge of and involvement in your local community, and have the satisfaction of knowing that you have improved the quality of life of more vulnerable members of the community.

You will meet other volunteers, both from within the library service and partner organisations, who share a desire to help the residents of Brighton & Hove.

Volunteering is known to have a positive impact on both physical and mental health.

You will be entitled to a reference from the Library Manager after six months. The manager can only comment on aspects relevant to your volunteering role.

## Selection

All volunteers undergo the same recruitment process: complete an expression of interest form, informal interview, and if successful, references will be taken up. If volunteers will come into regular contact with vulnerable adults and children they will also be subject to a Disclosure and Barring Service check.

It is not essential to be able to drive, many of our volunteers use public transport, walk or cycle. When a personal vehicle is used, proof of valid driver's license, appropriate insurance, and MOT will be required.



## Training

### Before you start:

There will be a general group introduction to Brighton & Hove Council and the library service.

You will also attend a training session on being a Home Delivery Service volunteer and be given your own copy of the training pack.

Following the training session, we will give you details of potential clients and you will have a week to decide whether you wish to proceed.

### When you start:

You will be accompanied on your first home visit to a client in order to support both yourself and the client. Training may be identified as you and the role develop to ensure you are supported to develop new skills and enhance your volunteering experience.

### Review

We will carry out reviews with volunteers (mainly by phone or e-mail) to assess how you are settling into the role, to get feedback on your experiences so far and to see what further support, if any, is needed in the future.

### Boundaries

All volunteer roles within the library service support the existing work of paid staff and do not replace the work of paid staff. Support will be given to ensure that boundaries are maintained by staff and to ensure there is no replacement or substitution of staff by volunteers.

Both the volunteer and B&H City Council Libraries have the right to end the volunteer placement at any time.

