

## Volunteer Role Description

### Calderstones Experience Evaluation Volunteer

<p><b>Purpose</b></p>	<p>To capture feedback about visitors' experiences at Calderstones To help us understand who we reach To be informative, when needed, about The Reader's aim and purpose.</p>
<p><b>Key activities</b></p>	<p>The Reader at Calderstones is a place where anyone can come to experience literature, find and share meaning, be nourished, develop new skills, explore new things and, find 'something real'. We run many weekly Shared Reading groups, as well as many other weekly community groups, such as Knit and Natter</p> <p>The Reader at Calderstones is home to the International Centre for Shared Reading – a centre of excellence serving our international community, and welcoming everyone who wants to begin or develop their Shared Reading practice.</p> <p>Visitors can also visit the neolithic Calder Stones in a new heritage centre that brings the stories of the past to life.</p> <p>But with a commercial Café, Shop and Ice Cream Parlour on site, and our glorious Storybarn, as well as the park's only public toilets, we will be welcoming thousands of people who know very little of our purpose, only that we have things they may want to buy or use.</p> <p>Our Calderstones Experience Evaluation Volunteers will be responsible for collecting information from park visitors and people who take part in our programmes. Your activities will include:</p> <ul style="list-style-type: none"> <li>• Conducting park exit surveys at 6 times throughout the year (paired with another volunteer)</li> <li>• Guiding visitors through Calderstones experience questionnaires (on paper or on an iPad)</li> <li>• Attending one-off events to collect feedback from participants</li> <li>• Having an awareness and understanding of the work and ethos of The Reader and able to communicate this as part of the visitor experience</li> </ul>
<p><b>What you will get out of it</b></p>	<ul style="list-style-type: none"> <li>• An opportunity to become part of the Reader's Calderstones community</li> <li>• Gain first-hand experience of working with an award winning nationally recognised social enterprise</li> <li>• Enabling other people to benefit from Shared Reading</li> <li>• Opportunities for you to enrich the lives of other people</li> <li>• Regular and ongoing support from a friendly and supportive team</li> <li>• Develop confidence</li> </ul>

	<ul style="list-style-type: none"> <li>• Enhance your CV</li> </ul>
<b>What we expect from you</b>	<ul style="list-style-type: none"> <li>• Good smiler, likes people, resilient against occasional members of public who can be rude</li> <li>• We need people who care or can learn to really care about what The Reader is doing</li> <li>• Work according to all volunteer policies and procedures</li> <li>• Able to volunteer under the supervision and support of The Reader/ your Shared Reading Organiser</li> <li>• Reliability and flexibility</li> <li>• A willingness to be outside in all weathers</li> <li>• Able to ask for help when needed</li> <li>• Have a warm, calm and friendly manner that reflects The Reader's ethos and values</li> <li>• Good organisational, time management and interpersonal skills</li> <li>• Feedback to The Reader staff/your Shared Reading Organiser if you have particular concerns or difficulties</li> <li>• Ability to remain resilient and show compassion to members of the community</li> <li>• Have a responsible approach to data protection and good evaluation ethics</li> </ul>
<b>Commitment</b>	<p>Time commitment per week: Volunteering will be ad-hoc throughout the year, with a minimum of 4 hours per day required on days where you are asked to volunteer. We will look to allocate hours/days according to volunteer availability and preference but may need commitment for some weekends/evenings.</p> <p>Length of role: minimum six months</p>
<b>Location</b>	<p>The Reader Mansion House Calderstones Park Liverpool L18 3JB</p>
<b>Skills/experiences/personal qualities required</b>	<p>Essential: You must be able to:</p> <ul style="list-style-type: none"> <li>• Demonstrate patience with those who are unable to communicate clearly and/or are less confident or are rude or difficult</li> <li>• Commit to working and learning within the unique ethos and values of The Reader</li> <li>• Learn how to guide people through a computer tablet-based questionnaire (training provided)</li> <li>• Write down answers quickly and clearly</li> <li>• Be sensitive and patient with people's needs</li> <li>• Provide a neutral presentation of customer satisfaction-type questions</li> <li>• Work according to all volunteer policies and procedures</li> <li>• Work independently and in pairs</li> <li>• Have an attention to detail</li> <li>• Recognise any concerns that may affect the health and safety of visitors</li> </ul>

	<p>Desirable:</p> <ul style="list-style-type: none"> <li>• Experience of customer engagement</li> <li>• Confidence with completing online surveys</li> </ul>
<b>DBS required?</b>	A DBS may be required for this role. A criminal record does not necessarily disqualify a person from volunteering with us.
<b>Application Process</b>	The Reader has a strong track record in delivering high quality services. Making sure that we have the right people in the right roles is an organisational priority and extends to our volunteering community. As part of the recruitment process for this role we'll invite you to a visit and possibly join a Shared Reading group, to read up on our induction documents and to complete an application form. We'll also request references. As we would with any role, paid or unpaid, we will talk to you openly about any reservations we identify that result in our decision not to offer you a place volunteering in this role.
<b>Support and Supervision</b>	The Reader and your Shared Reading Organiser
<b>Training required</b>	Induction and training sessions will be provided and must be completed before starting the placement. The training will comprise a half day welcome and induction session plus additional training hours specific to the role.
<b>Volunteer expenses</b>	Travel expenses will be provided as per volunteer expenses policy.
<b>Further information</b>	For further information, please contact <a href="mailto:volunteer@thereader.org.uk">volunteer@thereader.org.uk</a>