

Volunteer Role Description

Welcome Volunteer

<p>Purpose</p>	<p>To welcome visitors to The Reader Mansion House To enable visitors to enjoy a quality experience To be informative, when needed, about The Reader's aim and purpose.</p>
<p>Key activities</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 Welcome Volunteers will be responsible for welcoming over 40,000 visitors each year. Your activities will include:</p> <ul style="list-style-type: none"> • Preparing the rooms of the house for visitors, groups and activities, ensuring our spaces are welcoming. • Talking to our visitors, taking them around the house and answering questions on the work, exhibits and activities that take place. • Identifying potential areas of security risk and/or in need of repair and reporting these to appropriate staff • Be aware of arrangements and requirements for visitors with disabilities and special requirements. • Have an awareness and understanding of the work and ethos of The Reader and able to communicate this as part of the visitor experience.
<p>What you will get out of it</p>	<ul style="list-style-type: none"> • An opportunity to become part of The Reader community • Joining a Shared Reading group • Enabling other people to benefit from Shared Reading • Opportunities for you to enrich the lives of other people • Gain first-hand experience of working with an award winning nationally recognised social enterprise • Regular and ongoing support from a friendly and supportive team

	<ul style="list-style-type: none"> • Develop confidence • Enhance your CV
What we expect from you	<ul style="list-style-type: none"> • Good smiler, likes people, resilient in managing those rare members of public who can be rude • We need people who care or can learn to care about what The Reader is doing • Work according to all volunteer policies and procedures • Able to volunteer under the supervision and support of The Reader/ your Shared Reading Organiser • Reliability and flexibility • Able to ask for help when needed • Have a warm, calm and friendly manner that reflects The Reader's ethos and values • Good organisational, time management and interpersonal skills • Feedback to The Reader staff/your Shared Reading Organiser if you have particular concerns or difficulties • Ability to remain resilient and show compassion to all members of the community • Have a responsible approach to health and safety
Commitment	<p>Time commitment per week: A commitment to a minimum of 4 hours per day with a maximum of 8 hours per day. 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 (to ensure continuity and consistency for visitors)</p>
Location	<p>The Reader Mansion House Calderstones Park Liverpool L18 3JB</p>
Skills/experiences/personal qualities required	<p>Essential: You must be able to:</p> <ul style="list-style-type: none"> • Demonstrate patience with those who are unable to communicate clearly and/or are less confident or are rude or difficult • Commit to working and learning within the unique ethos and values of The Reader • Be sensitive and patient with people's needs • Work according to all volunteer policies and procedure • Work independently • Have an attention to detail • Recognise any concerns that may affect the health and safety of visitors <p>Desirable:</p> <ul style="list-style-type: none"> • Understanding of security/risk assessment in public places and building maintenance procedures.
DBS required?	<p>A DBS may be required for this role. A criminal record does not necessarily disqualify a person from volunteering with us.</p>
Application Process	<p>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</p>

	<p>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.</p>
Support and Supervision	The Reader and your Shared Reading Organiser
Training required	<p>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.</p> <p>Attendance at refresher training and support meetings will be required.</p>
Volunteer expenses	Travel expenses will be provided as per volunteer expenses policy.
Further information	For further information, please contact volunteer@thereader.org.uk