

## Job Spec:

### **Volunteer Co-ordinator's Assistant - for the Reading Friend's project – based in Stirling Library services**

Scottish Book Trust, Scotland's national charity transforming lives through reading and writing, has been commissioned by the Reading Agency to co-ordinate the test phase of their Reading Friend's Project in Scotland. The test area is Stirling. Stirling Library services will be trailing the test phase from October 2017 to June 2018 and the Volunteer Co-ordinator's Assistant will support Stirling Library services existing Volunteer Co-ordinator to deliver a variety of reading based activities by supporting Reading Partner Volunteers and the older people they are matched with, to ensure they have safe and enjoyable experiences.

### **Background to the Reading Friend's Project**

The Reading Friend's Project matches Volunteer Reading Partners and older people through reading activities as an approach to help reduce isolation. The project aims to ensure that the activities involved in the programme adhere to the following key principles whereby the project is:

#### **Welcoming**

- Friendly and approachable
- Makes you feel at ease
- Happens in familiar and comfortable places
- Clearly explains what you can do, how to participate and what the value/benefits of taking part are
- Starts with people's interests
- Is open to anyone

#### **Fun**

- Engaging and appealing
- Something people want to do and look forward to
- Is light hearted and enjoyable
- Aims to connect people through a love of reading and stories

#### **Builds relationships**

- Matches interests and preferences
- Starts conversations
- Is sociable
- Encourages positive ways of communicating with each other
- Enables everyone to participate equally

#### **Empowering**

- Starts with the individual not the programme
- Asks for individuals' ideas and opinions
- The reading approach and activities are developed together
- Builds confidence
- Allows individualised engagement with reading
- Enables Reading Friends to become volunteers if they wish to

#### **Breaks down barriers**

- Simple to do and understand

- Takes into consideration a wide range of needs
- Is open to all kinds of reading
- Is open to anyone
- Supports everyone to engage with reading and stories
- Seeks out people who might not think they want to participate

The knowledge, experience and skills that we would be looking for, to become the Volunteer Co-ordinator's Assistant, to support the delivery of the Reading Friend's project and adhere to the above principles, would be the following:

## Essential

- Competent at using IT packages
- Ability to work well with potentially diverse partners/audiences and understand their context and priorities especially older people
- Ability to build a legacy of work to the project so that partnership organisations can take things forward after the test phase (re: recruited volunteers can have ongoing involvement in the project at the library or at other locations as appropriate)
- A reliable, confident and responsible individual, with enthusiasm and effective communication and interpersonal skills.
- Have a friendly, patient and approachable manner.
- Ability to empathise with older people and people with disabilities.
- Have the ability to cope with the duties and responsibilities of the role and the associated environment, including an understanding of health and safety.
- Able to follow guidelines/instructions.
- Initiative and the ability to work without supervision.
- Willing to learn new knowledge and skills.

## Desirable

- Demonstrates previous experience of working with volunteers
- Understanding and a knowledge of reading support programmes and activities

## Job Role Duties and Responsibilities

<b>Purpose of role</b>	To help with the recruitment of and provide ongoing support to existing volunteers and help to match them with older people within the Stirling area who are designated as vulnerable and isolated. Provide support to staff who run group sessions with these individuals.
<b>Main activities and tasks</b>	<ul style="list-style-type: none"> <li>• Familiarise yourself with all support materials/ posters/ leaflets associated with the Reading Friend's project and complete the associated administration to help market the project in the Stirling area</li> <li>• Help to identify individuals and/ or older people groups that would like to take part in the project</li> <li>• Help to identify and recruit Volunteer Reading Partners to take part in the project</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide support at the Volunteer Reading Partner Induction sessions</li> <li>• Identify junior reserve stock to be used in a 'when we were young' activity with groups</li> <li>• Link with the Gaelic volunteer co-ordinator and help to identify Gaelic texts to read</li> <li>• Make links with the existing RVS befriending service who support older people in local hospitals and explore the possibility of integrating the Reading Friend's project into this work programme</li> <li>• Establish links and integrate Reading Friends into the intergenerational project 'Playlist for Life' currently running</li> <li>• Explore linking the Reading Friends project into other Intergenerational programmes such as a family sharing stories session</li> </ul>
	<ul style="list-style-type: none"> <li>• Help to expand the existing Housebound Service (where appropriate and possibly with new Volunteer Reading Partners) so that the volunteers also provide a Reading Friend's activity such as 'book discussion' or 'book reading together session' etc as an expansion to the visit to deliver books. Your role will be to:             <ul style="list-style-type: none"> <li>○ Support Volunteer Reading Partners to choose OR collect books and other items for customers.</li> <li>○ Support the delivery of books and other items to the housebound or isolated.</li> <li>○ Report any concerns about health, safety and wellbeing, to the relevant parties.</li> <li>○ Ensure that the customer's profile is kept up to date by informing library staff of any relevant changes to their requirements.</li> <li>○ Help with any consultation with this group of customers.</li> <li>○ Promote relevant Reading Friends, library events and activities with the elderly &amp; isolated.</li> <li>○ Have an understanding of and ability to maintain confidentiality as appropriate.</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• Provide support to Residential Homes' Activity Officers, Care staff and/or the Stirling Library services' Volunteer Co-ordinator who oversee the running of sessions with in the following areas:</li> </ul>

	<ul style="list-style-type: none"> <li>○ <i>Delivering reading in group sessions such as poetry reading session in Care Homes</i></li> <li>○ <i>Delivering reading in group sessions as an element of the reminiscence groups in the libraries</i> <ul style="list-style-type: none"> <li>▪ Help to lead focused activities (memory boxes, etc.).</li> <li>▪ Help clean up &amp; tidy following events.</li> </ul> </li> <li>● Support professional carer's in activity based environments for those affected with dementia.</li> <li>● Be aware and sensitive to those in the group.</li> </ul>
	<ul style="list-style-type: none"> <li>● Provide feedback to the external evaluator on the outcomes associated with the Reading Friend's test phase delivery plan</li> </ul>

<b>Location</b>	Based in Stirling Library Services HQ with travel to various locations in Stirling area
<b>Time commitment</b>	The anticipated workdays are Tuesday and Thursday each week and a half day with the exact time this takes place each week to be arranged.
<b>Support</b>	"The Volunteer Co-ordinator's Assistant will be inducted prior to carrying out this role. <b>Stirling Library's Outreach Services Volunteer Co-ordinator</b> will be their direct line supervisor who will provide ongoing support. Out of pocket expenses will be reimbursed to agreed limits on production of receipts."
<b>Additional Information</b>	A Basic Disclosure check will be required.  This is a freelance part time position contracted to Scottish Book Trust but working within Stirling Library services, the post will be focussed specifically on delivering the test phase of the Reading Friend's project.