



Volunteer Home Library Advice Service Driver Wolverhampton Role Description

Purpose of the role

- To provide an effective and efficient delivery of Library products to Library customers who are unable to access a Library due to a disability, illness or frailty, or is a full time carer under the Home Library Advice Service (HLAS) in the Wolverhampton area
- To help provide an effective and efficient Initial Assessment of members of the public and refer them to the Home Library Advice Service (HLAS) Coordinator if an advice need is identified
- This role requires organisation and attention to detail. You will also be required to lift and carry boxes of books, load them into your car, and transport them safely.

Minimum commitment: 1 day per week for at least 3 months (after a 4 week induction/training plan)

Main duties and responsibilities will include:

- To collect library resources and materials from both central and local libraries (within the Wolverhampton area) and deliver them to library clients in their homes
- To collect items for return from clients and deliver them back to the central library or designated base
- To alert the HLAS Coordinator to those who may need or request additional support or advice
- To contribute to the reporting and monitoring of service delivery including all deliveries, collections, customer requests and changes to preferences via electronic devices in order to ensure accurate records of visits and up-to-date customer information - this will all need to be completed on a personally owned device
- Keeping up to date by attending mandatory training
- Ability to deal with sensitive client information
- Ownership and accountability for own personal performance
- To attend team meetings as required
- To contribute to regular customer reviews as required
- Actively contribute to your personal and professional development through the supervision and appraisal process
- Promote the aims, principles, policies, interests and wellbeing of the Service and to protect its integrity and reputation
- Identifying discrimination and highlighting this to the HLAS Coordinator

- Identifying possible safeguarding issues and highlighting these to the HLAS Coordinator
- Being aware of Health and Safety, Data Protection and Confidentiality

Personal skills and qualities required:

1. Excellent interpersonal and listening skills
2. Excellent organisational skills and attention to detail
3. Ability to adapt tone of voice and body language to ensure it is tailored to the needs of the client
4. Ability to communicate effectively and sensitively with clients
5. Ability to be patient, understanding and present with a positive attitude
6. A positive attitude to self-development and assessment
7. Respect for views, values and cultures that are different to your own
8. Competent in using IT (internet, email, word) - ability to work with online and digital resources would be beneficial
9. Being open and approachable
10. Being reliable and punctual
11. Ability to commit to, and volunteer within the aims, principles and policies of the Citizens Advice service
12. Ability to work unsupervised
13. Qualified driver status with a full, current UK driving license (max. 6 penalty points) and access to a car
14. Ability to lift heavy books.
15. Ability to demonstrate a flexible approach and the willingness to work as part of a team