

# Community Action

January 2019



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# Library Volunteer

Derby Community Managed Libraries partnership is a new and exciting opportunity to support the running of your local library. We need people to assist with everything from book buying and fundraising to arranging events and running classes or clubs. This is a varied and interesting role which would enable you to use your talents in lots of different ways.

## Some of What You'll Do

- Use IT system to carry out routine library procedures, including checking books and other items in and out and registering new users
- Provide a warm, friendly welcome and an excellent level of customer service.
- Replenishing stock by returning books and other items to the shelves
- Handling payments from the public
- Answering face to face, telephone and email enquiries from the public
- Assisting the public in the use of ICT and e-government services, including online portals for services, Universal Credit or Learn My Way learning
- To provide general administration support duties, including word processing, data input, photocopying, filing and laminating
- To contribute to the promotion and delivery of library events and activities so that customers attending have an enjoyable, rewarding and safe experience
- Where agreed you will undertake the unlocking and locking of the building, setting intruder alarms, Health & Safety
- Contribute to Community Managed Libraries decision-making and keep up to date with developments by attending regular team meetings and engaging in training

## Skills:

- Good literacy, numeracy and IT skills
- Excellent interpersonal skills
- An interest in books, reading, education, local services or local community
- Ability to comply with our confidentiality and data protection policies
- Ability to comply with our Equal Opportunities policy
- This role is suitable for those aged 16yrs+



# Reception & Admin Support

## Community Action Derby



“Community Action Derby provides support and guidance for voluntary and community groups”

### Duties:

- Provide reception and admin duties
- Deal with people over the phone and face-to-face
- Admin jobs such as word processing, data input, photocopying, filing, laminating and other duties

### Skills & Training:

- Good literacy, communication and a basic IT skills
- Good customer service skills
- To be able to comply with Confidentiality, Data Protection and Equal Opportunities Policies
- Training will be provided

### Details:

- A minimum of half a day per week
- The role needs to be covered between the hours of 09:30 and 16:00, either working morning, afternoon, or all day
- This opportunity is ongoing and not time-limited

# Volunteer Centre Adviser

## Community Action Derby



“Community Action Derby provides support and guidance for voluntary and community groups”

### Duties:

- Help members of the public find volunteer work
- Be the main point of contact for potential volunteers
- Contacting organisations on behalf of potential volunteers

### Skills & Training:

- Good literacy, communication and basic IT skills
- Possessing strong empathy and having a non-judgmental approach
- To be able to comply with the Equal Opportunities Policy
- Training will be provided

### Details:

- A minimum of half a day per week
- The role needs to be covered between the hours of 10:00 and 16:00, either working morning, afternoon, or all day
- This opportunity is ongoing and not time-limited

# Leaflet Drop Volunteer



## Sight Support Derbyshire

“We provide services, support, advice and information to adults and children across Derbyshire who are blind or partially sighted”

### Duties:

- Deliver promotional leaflets to various sites around Derby
- The leaflets will need to be delivered to the appropriate locations on an agreed upon time

### Skills & Training:

- Visual impairment training will be given and training specific to the tasks that will be undertaken
- Support will be given by a member of staff and regular meet-ups will occur to see how things are going

### Details:

- You may use your own vehicle to deliver the leaflets. Alternatively, you can use other forms of transport
- Expenses will be reimbursed in line with the expenses policy

# Meeter & Greeter

## Cam TAD, Southern Derbyshire



“Supporting people with hearing loss in Derby & Derbyshire”

### Duties:

- Chat with clients
- Have a cup of tea or coffee and chat to people who may be becoming socially isolated through hearing loss

### Skills & Training:

- Be able to communicate with people suffering from hearing loss
- Make a cup of tea or coffee

### Details:

- Days volunteers are needed: Friday morning

# Derby Sense Charity Shop

## Sense

“For everyone living with complex disabilities. For everyone who is deafblind”

### Skills & Training:

- Good customer service skills
- Good communication skills
- Be able to work as part of a team

### Duties:

- Help run the shop
- Steaming and ironing clothes
- Help to arrange the shop's displays
- Serving customers
- Sorting clothes
- Sorting out bric-a-brac

### Details:

- Days volunteers are needed: Monday to Sunday, morning and afternoon
- This position is for part-time

# Raffle Ticket Seller

## National Trust – Kedleston Hall



“We look after special places throughout England, Wales and Northern Ireland”

### Skills & Training:

- Good communication and selling skills
- Enjoys meeting new people
- Confident at approaching people
- Enjoy challenges
- Be able to work as part of a team

### Duties:

- Reach out to visitors for their support
- Meeting targets
- Be able to work as a team
- Aid in fundraising

### Details:

- Available at least once a fortnight
- Days volunteers are needed: Monday to Sunday, morning and afternoon

# Café Assistant

National Trust – Kedleston Hall



“We look after special places throughout England, Wales and Northern Ireland”

## Duties:

- Assist in keeping everything clean and tidy
- Welcome and serve visitors
- Present food and drinks
- Support the efficient running of the restaurant

## Skills & Training:

- Enthusiastic and have a friendly manner
- Happy being in a bustling environment
- Interested in the work of the National Trust and Kedleston
- Available on bank holiday, weekends and school holidays
- Training, including a Basic Food and Hygiene qualification

## Details:

- Meet people from all walks of life and make new friends
- Use and improve communication skills
- Gain experience in catering
- Enjoy volunteering in a stunning setting
- Days volunteers are needed: Monday to Sunday, morning and afternoon

# Room Guide – Kedleston Hall

National Trust – Kedleston Hall



“We look after special places throughout England, Wales and Northern Ireland”

## Duties:

- Know Kedleston Hall by heart
- Welcome and inspire visitors from all over the world
- Work as part of a team
- Make visitors feel at home

## Skills & Training:

- Enthusiastic and hoping to inspire others
- Enjoy being around people
- Interested in Kedleston Hall
- There will be an induction and training
- Equipment will be provided to aid with this role

## Details:

- This opportunity is part-time
- Days volunteers are required: Monday to Sunday, morning and afternoon
- Great if you're interested in arts and culture, heritage, and museums
- Must be available at least once a fortnight
- A DBS check is required

# Volunteer DIY Person



## Umbrella

“Umbrella enables disabled children, young people and young adults to realise their full potential”

### Duties:

- Maintenance and repair of the general buildings and its contents
- Paint walls
- Perform the fixing and repairing of broken equipment and toys
- Put up shelves
- Maintain a range of equipment across the building

### Skills & Training:

- Reliable, trustworthy, and responsible
- Good at liaising with people of all abilities
- Good DIY/ maintenance skills
- Uphold confidentiality
- Induction training will be provided
- Ongoing support will be provided by the volunteer coordinator and general manager

### Details:

- This role can be undertaken flexibly on an adhoc basis between the office opening hours Monday-Friday 09:00 to 16:00
- A DBS check will be required

# Classroom Assistant - Derby



## TwentyTwenty

“We believe in the worth, talent and potential of all young people”

### Duties:

- Support the tutors in a classroom environments
- Assist the running of lessons
- Provide support for individual or groups of young people

### Skills & Training:

- Training will take place at Derby Life-Skills Centre
- Induction and training provided
- Enthusiastic and reliable

### Details:

- Will require a DBS check
- Expenses are paid
- Days volunteers are needed: Monday to Friday, morning and afternoon

# Café Assistant

## The Multi-Faith Centre



“The Centre exists to promote mutual understanding between people of different faiths/beliefs and none and to build respect between people as fellow human beings across cultures”

### Duties:

- Support staff with running of the café and events
- Serve customers, prepare food and beverages
- Some cleaning duties

### Skills & Training:

- Reliable, honest, and committed
- Customer service

### Details:

- A minimum commitment of 1 shift per week
- Plenty of notice must be given (when possible) for the cancelling of a shift
- Days volunteers are need: Tuesday and Wednesday evenings, Friday

# Volunteer Collector

## RNLI

“Our volunteer lifeboat crews provide a 24-hour rescue service in the UK and Ireland, and our seasonal lifeguards look after people on busy beaches”

### Duties:

- Collect donations at local stores, superstores, shopping centres, and with RNLI’s street collection days
- Generate support within the local community

### Skills & Training:

- Excellent interpersonal skills
- Ability to confidently handle money

### Details:

- Each collection requires 2 hours of volunteering



# Community Action

## Who We Are and What We Do

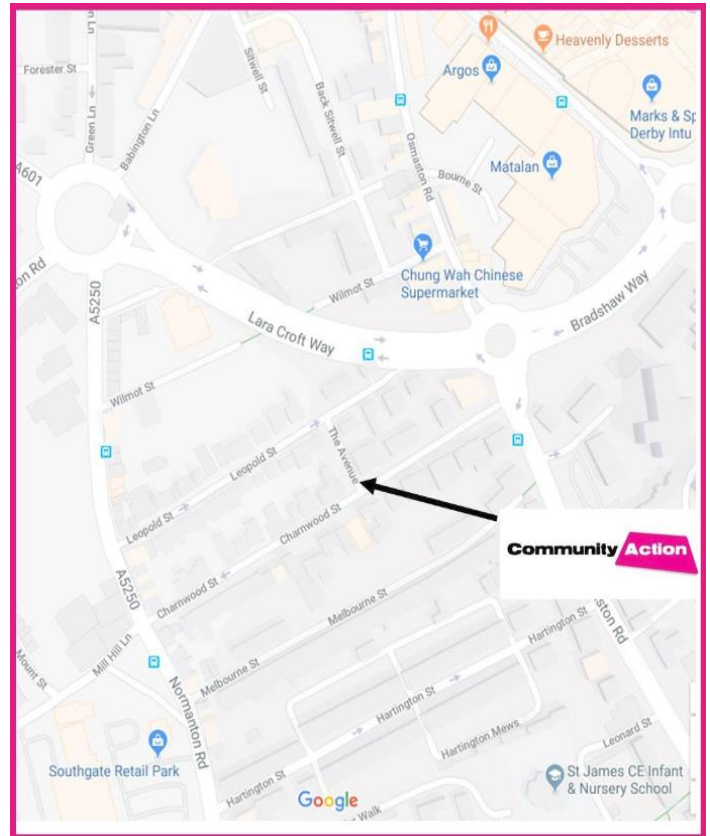
Community Action Derby is a registered charity that provides support and guidance for voluntary groups and people looking for volunteer roles.

Our advisers are in on Mondays, Wednesdays and Thursdays. They will help you find the volunteer roles you want from a whole host of opportunities.

Our advisers are in at the following times:

Monday 10:00 – 16:00  
Wednesday 10:00 – 16:00  
Thursday 10:00 – 16:00

If you are interested in any of the volunteer opportunities in this newsletter, please contact Community Action.



## Contact Details

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01332 346266 or 342272  
[volunteer@communityactionderby.org.uk](mailto:volunteer@communityactionderby.org.uk)

## Social Media

Facebook:  
[Volunteer Centre Derby](#)

Twitter:  
[@VolCentreDerby](#)