

## Library Service Volunteer

### Role description

<b>Role title:</b>	Home-Link Library Service Volunteer
<b>Supported by:</b>	Library Staff (at relevant library)
<b>Role purpose:</b>	To act as a <i>regular</i> vital link between the library and an individual who is unable to visit their local library and therefore enhancing and adding value to their leisure and informational needs through the delivery of a selection of library resources (such as books, CD's and DVD's).
<b>Location:</b>	Various libraries around Thurrock.

### Tasks and responsibilities

- To deliver library items as a regular time (as agreed with the Home-Link Library) to customers as required.
- To ensure a good standard of customer care is maintained.
- To respect customer confidentiality.
- To represent Thurrock Council and promote services available from Thurrock Libraries.
- To be available for library update sessions on mutually agreed dates and times between the volunteer and the Library volunteer coordinator.
- Re report any problems to the Library Supervisor/Access Services Team.
- To ensure full compliance with the Health and Safety at Work Act 1974, Thurrock Council's Health and Safety policy and all locally agreed safe methods of work.
- To maintain awareness of and commitment to Thurrock Council's Equal Opportunities Policy in relation to both employment and service delivery.
- Volunteers must have adequate car insurance.

### Skills and experience

- An interest and enthusiasm in reading.
- Customer care skills.
- Enquiry skills.
- Physically able.
- A valid driver's license.

### Time commitment

- Approximately 2.5 hrs once a month per Home-Link round. The hours are mutually agreed during the informal interview.

**Council's commitment**

- Induction Training.
- Relevant training and development.
- On-going support.
- Reimbursement of agreed expenses.

**This role requires a DBS (Disclosure and Barring Service) check.**