

Thurrock Council volunteer role description

Library Home-Link service volunteer

Supported by	Library staff
Role summary	Acts as a regular vital link between the library and an individual who is unable to visit their local library, enhancing and adding value to their leisure and information needs by delivering a selection of library items, such as books, CDs and DVDs.
Location	Various libraries around Thurrock.
How to apply	Complete the application form at www.thurrock.gov.uk/volunteering

Tasks and responsibilities

You will be expected to:

- deliver library items at a regular time – as agreed with the Home-Link Library – to customers, as required
- ensure a good standard of customer care is maintained
- respect customer confidentiality
- represent Thurrock Council and promote services available from Thurrock libraries
- be available for library update sessions on dates and times agreed with the library volunteer coordinator
- report any problems to the Library Supervisor / Access Services Team
- have adequate car insurance
- 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
- maintain awareness of and commitment to Thurrock Council's Equal Opportunities Policy in relation to both employment and service delivery

Skills and experience

You must:

- have an interest and enthusiasm in reading
- have customer care skills
- have enquiry skills
- be physically able
- have a valid driver's licence

Time commitment

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

Support you will get

We will:

- reimburse expenses, as agreed
- provide induction training
- provide relevant training and development
- provide on-going support from library staff

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