

**Citizens Advice Wolverhampton
Home Library Service**

Delivery Support Drivers

The Home Library Service (HLS) supports vulnerable residents in Wolverhampton to access the wide range of materials and resources available through the city's library programme through direct home delivery. Residents can order by telephone or at delivery/collection times and these are delivered to the door. The service provides a valuable point of contact for its users as well as ensuring they have books in a wide range of formats, DVDs, CDs and other materials they might not be able to access otherwise.

Citizens Advice Wolverhampton (CAW) is a local charity that has been working in the city since 1939. We are delighted to be expanding our current advice and support services to include the Home Library Service. Working closely with the City of Wolverhampton's libraries, we will take over the home delivery from the beginning of 2019 and are currently recruiting volunteer drivers to help with this.

**Delivery Support Drivers
One day per week minimum requirement
Volunteer position
Travelling expenses paid**

Delivery support drivers will collect resources and materials from both local and central libraries for delivery on pre-determined rounds. These will be organised around communities and responsive to customer needs. There will be the opportunity for successful applicants to deliver locally to them if that's what they would like. We are also looking to support the library service in developing their online and digital offer with customers.

Applicants will need to hold a current, valid driving licence and have access to their own transport; travelling expenses will be paid. In line with current practice, we will provide support to our volunteers to ensure we maximise the opportunities both for them and customers of the service.

Please complete the online volunteer application form at www.citizensadvicewolverhampton.org.uk/volunteer-recruitment or for an informal discussion on the role phone Bridget Pugh, Home Library Service Coordinator on 01902 544702 or email homelibraryservice@wolverhamptoncitizensadvice.com

Volunteer Role Profile

Organisation:	Wolverhampton Citizens Advice Bureaux (operating as Citizens Advice Wolverhampton)
Volunteer Role:	Home Library Service (HLS) - Delivery Support/Driver
Responsible to:	HLS Project Coordinator
Hours of Volunteering:	7 hrs per week minimum
	Travel Expenses Paid
Required from;	January 2019

Role purpose

To volunteer with Citizens Advice Wolverhampton in support of customers of the City of Wolverhampton Libraries Home Library service and, in doing so, help WCAB to meet project delivery targets.

Context of role

To engage as a volunteer within the Home Library Service to support eligible customers to access materials including books, CDs, DVDs they might not otherwise be able to. Volunteers will also support those clients to access materials online and digitally if appropriate.

Main duties and responsibilities

- To collect library resources and materials from both central and local libraries and deliver to local library customers at their homes.
- To collect items for return from customers and deliver them back to the central library or designated base.
- To record changes to customer resource requests and preferences and forward onto Home Library Service or Wolverhampton Library service colleagues.
- To contribute to the reporting and monitoring of service delivery via electronic devices by maintaining accurate records of visits and updating customer information when required.
- To abide by Health & Safety guidelines, including the organisation's Lone Working and Remote Working policies.
- To contribute to regular customer reviews as required.
- To alert the HLS coordinator, with customer authorisation, to those who may need additional help.

Personal skills and qualities a HLS Delivery/Support Driver needs

1. Experience of supporting people on a face to face basis.
2. Ability to commit to, and volunteer within, the aims, principles and policies of the Citizens Advice service.
3. Ability to communicate effectively and sensitively with customers
4. Ability to be patient, understanding and present with a positive attitude
5. Respect for different views, values and cultures
6. Ability to work unsupervised
7. A positive attitude to self assessment and development
8. Qualified driver with a full, current UK driving licence - max. 6 penalty points
9. Ability to work with online and digital resources
10. Ability to demonstrate a flexible approach and willingness to work as part of a team.

Training opportunities

Citizens Advice Wolverhampton values the contribution made by all its volunteers and strives to make sure that they feel supported to do their role safely and effectively. In order to do this, the service will support HLS volunteers to understand

1. the aims and principles of Citizens Advice Wolverhampton
2. the Home Library service (HLS) and its objectives
3. our expectations of volunteers in this role, and
4. how we hope it will work in practice.

We are looking to recruit volunteers from the widest range of backgrounds and experience. Due to the lone working nature of the role, all successful applicants will be subject to a Disclosure & Barring Service (DBS) check before starting with the service.

The service starts for us in January 2019 so we are looking to recruit and train our first volunteers mid-December this year. We know this can be a busy time for everyone but thank you for your interest in this role and look forward to hearing from you soon.