

DERBYSHIRE LAW CENTRE

ROLE DESCRIPTION: FEEDBACK & EVALUATION VOLUNTEER

MAIN PURPOSE OF ROLE: To support the Coordination Unit to gather feedback from current and former clients of the Law Centre in order to develop and improve the services and support we offer.

RESPONSIBLE TO: Workers Group via the Volunteer Coordinator

MAIN DUTIES OF THE ROLE:

1. General feedback and evaluation duties:

- With support from the Front of House Coordinator, to identify a list of current and former clients who have consented to be contacted for the purposes of evaluation
- To contact clients by telephone and complete evaluation forms to gather feedback
- To ask genuine and open-ended questions in order to encourage clients to share their experiences and suggest ideas for service development
- To explore the client's current situation and establish whether further support from the Law Centre is needed: where this is the case and the client consents, the volunteer will complete an assessment and make a referral into the relevant unit, or add the client to the assessment spreadsheet to be contacted separately
- To send evaluation forms to clients by email or post where telephone contact is not possible or appropriate
- To record all survey responses in a digital format using Microsoft Forms
- To perform basic analysis of evaluations in order to draw out common themes to feed back to the Front of House Coordinator

2. Other duties:

- To undertake any other relevant duties to benefit the Law Centre as agreed by the volunteer, their supervisor and Workers Group.

At all times, there will be a paid worker available who will be responsible for the smooth running of the feedback and evaluation service.

Training:

Full training is given in all aspects of the work and shadowing opportunities are provided where required.

Volunteers Forum:

The Law Centre has a successful Volunteers Forum, which meets regularly to discuss issues of interest to all the Law Centre's volunteers. All volunteers are encouraged to attend the forum meetings and to participate in organising, chairing and taking of minutes at these meetings.

PERSON SPECIFICATION

Role Title: Feedback and Evaluation Volunteer

This is likely to be the right opportunity for if you can answer “Yes” to the following questions:

Am I

- Interested in the work of the Law Centre?
- Interested in understanding people’s experiences?
- Open minded and non-judgemental?
- Flexible in approach?
- Friendly and welcoming?
- Able to communicate clearly, especially over the telephone?
- Able to listen, understand and explain information?
- Able, with support and training, to work in a busy environment and undertake a range of tasks?
- Able to abide by a confidentiality policy?
- Reliable?
- Looking to work as part of a team?

In addition you will need to be able to demonstrate the following abilities / skills:

- Competent computer skills – sufficient keyboard typing skills to complete evaluation forms and to keep client records up to date
- Good verbal communication skills and confidence in dealing with a range of different people
- Ability to listen to a client’s story and identify/extract the key facts from a range of information
- Ability to read and understand a variety of written information
- Ability to correlate and analyse information, and to relay findings to other staff in a clear, structured way
- Ability to write clear, accurate records in an agreed format
- Ability to follow set instructions and to be trained to follow set procedures