

Feedback Co-ordinator - Data Checker

Why be a Feedback Co-ordinator?

You will be helping us make sure the views of people using our services are heard. You will be developing your skills in processing information to help people to speak out, supporting us to build a better and more accessible service for disadvantaged voices.

How will I know if it's right for me?

You need to be someone who knows how to produce documents that will enable people with a variety of communication needs to express their wishes. You'll also need to commit for several hours over a short period. Lastly you must recognise the importance of others having their voice heard.

What will I do?

1. Attend 2 training sessions.
2. Be provided with the results of our surveys and focus groups to upload into a spreadsheet.
3. Put those results into different formats so we can distribute them to different groups.
4. You will be given the equipment you need to do this and a deadline when we will need it by.
5. Then you will distribute the results to our mailing list of professionals and service users.

How much time will I have to give?

- 2 training sessions (our induction session, and a session on how to support hidden voices to speak out).
- Then about 7 hours for 1 month. That's 1 hour for us to discuss the survey results, 5 hours to process the data, and 1 hour to get it out on social media and other networks.



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Feedback Co-ordinator - Data Checker (Continued)

What will Total Voice offer me in return?

You'll get our induction training, which is a great first step to future voluntary or paid opportunities with us. We can also provide you with a volunteer reference. Lastly we will provide you with any reasonable travel expenses.

Do I need any training or skills?

Previous experience of processing data so it is accessible for lots of different sorts of people would be useful. You will also need to know how to use basic database entry on programmes like Excel as well as being confident with other basic computer programmes and social media. You should be able to get to the VoiceAbility office in Cambridge or Peterborough easily.

If I sign up what happens next?

We will send you a Volunteer Form. Then we will call you for a chat and see if the role is right for you. Next we will set up a training date for you to attend, before we complete your DBS. Once we've made sure we have all the feedback from the last survey, we will set you a start day, and you can start with us!

