

Feedback Co-ordinator - Focus Group Facilitator

Why be a Feedback Co-ordinator?

You can help us make sure the views of people using our services are heard. You will be able to develop your communication skills, in talking to small groups with very different needs, and support 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 confident enough to talk to strangers with different communication needs.
- You'll also need to commit for several hours over a short period.
- You must recognise the importance of others having their voice heard.
- Lastly you should be able to travel either in Peterborough or North Cambridgeshire, or South Cambridgeshire.

What will I do?

1. Attend 2 training sessions (our induction session, and a session on how to support hidden voices to speak out).
2. Facilitate 2-3 local focus groups in your region. We will provide you with all of the surveys, equipment and space you need to run a group.
3. Ask service users questions from our surveys, recording answers and then providing us with the results.
4. Send these results to the volunteer team.

How much time will I have to give?

- Training – 6 hours, over 2 sessions of 3 hours each
- Then about 7 hours for 1 month. This will be split into a) prep for the groups b) facilitating the groups and c) feeding back.



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Feedback Co-ordinator - Focus Group Facilitator (Continued)

What will Total Voice offer me in return?

You'll get our induction and peer mentoring training, which are great experience for 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 working with disadvantaged people would be useful as would any public speaking skills. You should be able to travel either within North Cambridgeshire and Peterborough or South Cambridgeshire. Most importantly you must have the attitude that every person's voice deserves to be heard.

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 you complete your DBS. Once another volunteer has completed the surveys (although you can take this on too if you like), we will begin arranging your focus groups to get you started.

