

Feedback Co-ordinator - Survey Maker

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 skills in writing accessible documents that help people to speak out 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 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.

Most importantly you must recognise the importance of others having their voice heard.

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. Create an accessible survey, using our accessible tools, by an agreed deadline.
3. Another volunteer will take the survey out to focus groups, but you can also sign up to do this role, if you want.

How much time will I have to give?

- Training – 6 hours, over 2 sessions of 3 hours each
- About 7 hours over a period of 1 month, creating and finalising the survey.



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Feedback Co-ordinator - Survey Maker (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 writing documents in an accessible way for lots of different sorts of people would be useful. You will also need to know how to use basic word processing or publishing software. 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 you 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 work!

