

Freedom Passes for Londoners Support Volunteers

Who you are

- You enjoy working with older people.
- You engage well with others and would like to help people in libraries.
- You have a friendly, approachable personality with excellent communication skills.
- You are IT literate (at least intermediate level) and confident using computers, internet and email.
- You are self-sufficient but confident to ask questions should the need arise.
- You have a good command of spoken English and possibly other community languages.
- You are a lifelong learner and are eager to assist others to learn new skills.
- You understand the need for confidentiality.
- You are at least 18 years old. There is no upper limit for volunteering.

As a Freedom Passes for Londoners Support volunteer you will:

- Assist on computers:
 - Help with the application form – this may require some online computer help
 - Help with filling the Freedom Pass forms
 - Help with printing/we will train you on our printers
 - Help with scanning/we will train you on our scanners
 - Saving and attaching documents
- Help with photocopying
- Agree with library staff a regular day of the week and time to volunteer at the library
- Report any hardware and software issues to a member of staff

Any activity involving sensitive data or financial transactions such as setting up bank accounts will NOT to be undertaken by you.

Why you should volunteer with Redbridge Libraries

- You will increase your confidence dealing with the public in a professional setting.
- You will learn skills around customer care, confidentiality and health and safety.
- You will gain valuable experience for your CV and a reference if you volunteer for us on a regular basis.
- Personal satisfaction of helping a young person realise their potential.

Anything else you should know?

- You will need to provide documents for an ID check.
- You will need to provide the contact details of two referees who are over 19, know you well but are not a member of your family.

Where and when you would be volunteering

- You will volunteer at a Redbridge Library. Please ask staff for more details in your chosen branch. Please note this opportunity is available in all our branches except Aldersbrook.
- This activity takes place all year round.

- You must be able to commit to volunteer once a week.
- All volunteers are placed initially on a one-month trial basis. Volunteers and activities are reviewed every six months.