

VOLUNTEER WITH BCH

READING AND COMMUNICATIONS MEMBER– ROLE DESCRIPTION

Our volunteer opportunities support a range of activities and projects by assisting staff in their work and helping to improve services. Our friendly Involvement and Communications Team are on hand to offer training and support so you are comfortable carrying out your role. We also pay reasonable out-of-pocket expenses including travel and refreshments while volunteering and attending training or other events in line with our expenses policy.

Hours: 2-3 hours per document

Location: Home based

Reporting to: BCH Involvement and Communications Officer

Purpose of the role

As a Reading and Communications Panel Member, you will play a key role in helping to ensure that our publications and communications with customers are clear and relevant to Blackpool Coastal Housing residents.

Outline of the role

On an ad hoc basis you will be sent draft fill in a survey, either online or by post, that asks you to comment and provide feedback on a range of draft customer publications.

Experience: No experience necessary as full training will be provided

Skills:

- be a BCH tenant or leaseholder
- Good written skills
- Good reading skills
- be able to meet deadlines
- be able to give an independent and fair view
- share an interest in Blackpool Coastal Housing's services
- a commitment to representing the views of BCH customers
- a willingness to engage positively, and to challenge where necessary
- a willingness to learn and develop, and to seek help if you come across issues you don't understand
- a commitment to confidentiality

Training and support

You will receive ongoing training and support from the Involvement and Communications Officer with more formal training sessions provided as and when necessary.



VOLUNTEER WITH BCH

READING AND COMMUNICATIONS PANEL MEMBER- VOLUNTEER FORM

Please tell us your details

Your contact details will help us to get a hold of you to let you know more about volunteering with BCH

Your name

Your address

Your contact email

Your contact telephone number

Accessibility and practical needs?

Do you have any practical needs where we could help, by making adjustments such as large print, Braille or a different language?

Yes

No

If you answered yes please tell us how we can help you

Please read and sign this declaration

I'd like Blackpool Coastal Housing's to contact me about volunteering opportunities and am happy to be sent information about BCH and its services.

Signed _____ Date _____

Post this form to

Involvement and Communications Team
Blackpool Coastal Housing
17-19 Abingdon Street
Blackpool
FY1 1DG

Email this form to:

customerinvolvement@bch.co.uk

We will use the information you provide in this form to contact you about volunteering opportunities with Blackpool Coastal Housing and to keep you updated on the service you receive from us.

