



YSS Volunteer Feedback Collector Role (virtual)

About the opportunity

This is a new and exciting volunteering opportunity which will allow volunteers to volunteer from the comfort of their own home. As a Feedback Collector, you will support YSS in gathering feedback over the phone to provide evidence of sustainable change, examples of good practice and influencing service development.

Main purpose of the role

- Using phone/emails/other digital platforms, contact people who are currently using our services and those who have exited YSS services on a regular basis to collect their feedback and track progress
- Build positive relationships with those people who access our services, to gain a better understanding and insight into their feedback and progress.
- To collate and input the feedback, identifying any trends and escalating any complaints

Practical Considerations

This virtual volunteering role is flexible and aims to fit around your schedule. Ideally the feedback collector would be able to make a regular commitment to the role on a weekly basis however this is a low commitment role. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

A YSS induction will be provided which includes basic training for this role.

A mobile phone and laptop for business use will be provided for this role.

What are we looking for?

YSS recruit volunteers from all walks of life and we do not expect them to have any specific education or formal qualifications. However, this role will involve inputting onto a spreadsheet and use of emails so IT experience is required.

Essential

- Aged 18 years or over.
- Have the time, enthusiasm, flexibility and willingness to volunteer with YSS for at least 12 months.
- Be available for a minimum of 2 hours a week.
- Be able to relate to a diverse group of people.
- Be able to communicate effectively over the phone
- Be able to demonstrate good listening skills.
- Be open to learning and show a commitment to personal development.
- Have a non-judgemental approach.
- Have the confidence and ability to deal with challenging situations.
- Can adhere to professional boundaries
- Work at all times within the relevant YSS operational policies including confidentiality, health and safety, professional boundaries, lone working and Safeguarding

For more information visit www.yss.org.uk or contact Volunteerrecruitment@yss.org.uk