



## **Disability Sheffield Information Service Volunteer**

### **Aims of the Organisation/Service**

Disability Sheffield aims to promote choice, control and independence for disabled people in Sheffield. The information service provides free, confidential information to disabled people, their families and friends, personal assistants, carers, and any other organisation or individual in Sheffield who needs information about disability-related issues. The service is provided by staff and volunteers who have direct experience of disability themselves and understand the barriers that disabled people can face in accessing information.

### **Volunteer Role Description**

Are you able to communicate with people confidently and put them at their ease? We are looking for someone to help us respond to enquiries by phone and e mail to our information service for disabled people. Access to information is a key requirement for independent living. As an information volunteer you will be committed to providing high quality and up to date information using local and national resources. You may have some experience of providing information services and you will enjoy researching information on disability related topics. You will be a member of a small team of volunteers supported by an Information Officer. You will also help with general administration such as recording enquiries and help us develop our factsheets and the information on our internet site. Our organisation is very inclusive of the views of our volunteers and you will help to develop the information service by providing feedback and participating in decision making.

### **Your Skills and Experience for this Role**

Good listening and communication skills  
A welcoming and positive approach  
Good IT skills and use of internet  
Attention to detail  
Ability to present information in a clear and concise manner  
A desire to support the work of Disability Sheffield  
Direct experience of disability is desirable but not essential

### **Benefits of Volunteering with Us**

Experience of providing an information service  
Knowledge of Disability Sheffield's work and disability issues at a local and national level  
Opportunity to become a member of Disability Sheffield and get involved in the work of the organisation  
Training opportunities  
Opportunity to work as part of a team  
An inclusive and welcoming environment

**We are located at :** The Circle, 33 Rockingham Lane Sheffield S1 4FW

### **Who to Contact for more Information about this role:**

Val Bowen, Information Officer  
Tel (0114) 273 6748 E Mail [val.bowen@disabilitysheffield.org.uk](mailto:val.bowen@disabilitysheffield.org.uk)  
[www.disabilitysheffield.org.uk](http://www.disabilitysheffield.org.uk)

