

Volunteer Feedback Co-ordinator, England (North) Role Description

The role

Are you interested in bringing the joy of live music to those who otherwise couldn't reach it? This may be the role for you.

A dual volunteering role, with time split between collating feedback in the office and gathering music session feedback directly at various healthcare settings within an approximate five-mile radius from a specified location (either your home or the office).

How much time should you offer? When would you be needed? Where will you be based?

- Ideally you will be able to commit for a year initially. This role will involve around four hours volunteering a week.
- You would be needed to volunteer during the week between 9am-5pm.
- This role is based in our England (North) office in Manchester but also involves visiting our music sessions in healthcare settings.

Why do we need you?

Music in Hospitals & Care (MiHC) is a charity providing live music sessions for people who are receiving care or treatment in healthcare settings across the UK.

We are looking for a volunteer who can help us show the impact of our work by collating and gathering the feedback from our live music sessions. Additional support with occasional community fundraising events would be welcomed. By providing this support we will be able to raise more money and provide more joy through live music.

What activities will you be involved in?

- Scanning received feedback reports.
- Uploading feedback forms to the database.
- Uploading musicians' feedback to the database.
- Visiting healthcare settings to observe concerts.
- Writing case studies and pen portraits (from concert observations).
- Filling out feedback report forms to gather data from our service users.
- Talking to beneficiaries and staff members to collect useful quotes for case studies and funding applications.
- Writing up case studies on various venues and/or music sessions.

Community Fundraising Events

Occasional support at local events may include:

- Setting up displays
- Talking to the public at the events about Music in Hospitals and Care
- Collections
- Selling raffle tickets

What can you gain from this opportunity?

- Ongoing support and supervision in a small local team.
- Bringing joy through live music to those who could not otherwise reach it.
- Knowledge of feedback and evaluation techniques.
- Understanding of the impact of music in healthcare settings.

Is there an induction and training?

You will receive a full induction when you start and we will provide you with all of the training you need to successfully complete the role.

What are we looking for?

- A friendly approach with good listening skills and an empathetic nature.
- Computer literate.
- Good writing skills.
- Ideally able to commit for a year initially. This role will involve around four hours volunteering a week.
- An interest in music.
- Can travel within the area either by public transport or car.
- Due to the nature of this role volunteers will be required to complete a DBS form and provide references.

Volunteers may claim reimbursement of out-of-pocket expenses.

Who should you contact?

To have an informal chat about the role please contact Jess Ingham, Director - England (North) by phone [07494 986860](tel:07494986860) or email jess@mihc.org.uk.

You can find out more about what we do by visiting our website www.mihc.org.uk or following us on Facebook, Twitter and Instagram: [@MiHCUK](https://www.instagram.com/MiHCUK).