

Carisbrooke Castle Museum

Volunteer Role Profile: Community Outreach

Role title	Community Outreach Volunteer
Purpose of the role	Enabling older people out in the community to engage with museum objects, and to encourage reminiscence.
Key activities	<p>Tasks for Community Outreach Volunteers include:</p> <ul style="list-style-type: none"> - Leading sessions (usually as part of a team) using museum objects, in care settings. - Leading similar sessions with community groups who support older people e.g. Alzheimer's cafes. - Showing museum objects on a particular theme to the participants, and encouraging them to share their memories, knowledge, and experience of them. - Taking the boxes of themed museum objects out into the community. - Some Outreach volunteers might like to be involved in checking and auditing the boxes of objects, and working to improve what is offered. - Some volunteers get involved with promoting the service e.g. at Volunteer Fairs
Experience, skills and/or qualifications	<p>The most important qualities for Community Outreach Volunteers are:</p> <ul style="list-style-type: none"> - A friendly and open manner - A care for older people, and an understanding of their needs. - Empathy - An ability to engage with older people, and encourage them to participate - An ability to work as part of a team
Practicalities	<p>Outreach sessions usually take place away from the museum, often in care homes or other community venues.</p> <p>The sessions are booked at the request of care homes and community groups at times agreed in advance with volunteers.</p> <p>Outreach volunteers need to be able to travel to the location of the session.</p> <p>One volunteer (out of the two or three) needs to be able to collect and return the boxes of objects (used in the session) to the museum on the Carisbrooke Castle site.</p>

	<p>Outreach volunteers usually work in pairs or small groups, depending on the availability of other volunteers. Occasionally sessions are led by one individual, as long as the volunteer is comfortable with that. A member of staff from the care setting should be present at each session.</p> <p>Volunteers are always asked about the amount of time they can commit to helping with this service, and therefore roughly how many sessions (e.g. per month) they might be able to help with. This can vary a great deal, and the allocation of sessions are then managed accordingly.</p> <p>Where possible volunteers are asked to deliver any sessions near to their home area, but bookings come from all over the Island. Volunteers can express what areas of the Island they are happy to go to.</p> <p>Volunteers are always asked regarding particular sessions, and whether they are able to attend. We have a small pool of volunteers, and call on them as needed. Volunteers can decline or accept any booking, as they wish.</p>
Benefits for volunteers	<p>Travel expenses can be paid for volunteers who wish to claim it, as some sessions can involve a lot of travelling. The travel expenses available are 45p per mile.</p> <p>Entry to Carisbrooke Castle is free (except on special event days when there may be a small fee, please remember to show your name badge on entry).</p> <p>Volunteer briefings are provided as necessary, and appropriate training is offered when available (e.g. Dementia Awareness Courses).</p> <p>All volunteers are invited to a Christmas social event.</p> <p>References can be provided on request.</p>
Support provided	<p>The Curatorial Team (Kate Tiley, Curator, and Gemma Jones, Assistant Curator) will support outreach volunteers.</p> <p>Should you have any concerns or complaints that they are unable to deal with these can be reported to the Museum Manager (Lee Donald) in the first instance or the Chair of Trustees (Carol Alstrom) should you wish to take the matter further.</p>
For more information	<p>Telephone: 01983 523112 Email: info@carisbrookecastlemuseum.org.uk</p>