NEUK

Resource Volunteer Role Guide

Information and guidance for Resource Library volunteers

Contents

Neuk Resource Volunteer Role Guide 3

- Welcome 3
- About the role 3
- Where and when 4
- What you will do 4
- Choosing a platform 5
- Organising the library 5
- What kinds of resources might be included? 6
- Choosing resources 7
- Making information easy to use 7
- What you are not expected to do 8
- Support 8

Contact Information 9

- Emergency Contact 9
- Neuk Volunteer Coordinator 9
- General email contacts 9
- Other Staff 10
- Safeguarding Contacts 10

Neuk Resource Volunteer Role Guide

Welcome

Thank you for volunteering with Neuk.

Please read this guide alongside the **Volunteer Onboarding Pack** or the **Easy Read volunteer information.**

This guide explains the Resource Volunteer role.

About the role

Neuk members often ask where they can find useful guides, reports and information.

There are lots of valuable resources available, but they can be difficult to find and easy to lose.

Resource Volunteers will help create a shared resource library for Neuk members.

The library will bring useful information together in one place, so members can find it more easily.

This is a new resource. You will help shape it from the beginning.

Where and when

This is an **online role**.

The hours are flexible.

You will agree tasks and timescales with the Neuk staff member(s) supporting the project.

You may work independently on some tasks and meet online with staff or other Resource Volunteers to share ideas and make decisions.

What you will do

You might:

- find useful guides, reports and other resources
- add resources already known to Neuk staff and members
- organise resources into clear topics
- write a short description of each resource
- explain who a resource may be useful for
- contact the people or organisations that made a resource, when needed, to check that they are happy for Neuk to link to it
- link to the resource on the original website
- check that links still work
- flag information that is out of date
- notice gaps and suggest new resources
- help keep the library organised and useful

Most resources will be hosted by other organisations. We will link to them rather than host them ourselves.

Choosing a platform

One of the first tasks will be helping to decide where the resource library should be hosted.

This might be:

- a Google Drive
- a Google Sheet
- a Padlet
- another online tool

You will help compare the different options.

Things to think about include:

- how easy the platform is to use
- how easy it is to search
- whether it is accessible
- whether members can find information quickly
- how easy it is to add and update resources
- whether it is likely to keep working well as the library grows

Neuk staff will agree the final choice with the Resource Volunteers.

Organising the library

You will also help decide how the resources should be organised.

For example, resources could be grouped by:

- subject
- type of resource
- location
- who the resource is for

Each entry might include:

- the name of the resource
- a short description
- the organisation that made it
- who it may help
- the type of resource, such as a guide, report, video or service
- a link to the original website

There may not be one obvious right way to organise everything.

Part of the role is trying out ideas and helping us find a system that works well for members.

What kinds of resources might be included?

The library might include information about:

- funding and opportunities
- access and disability
- making an arts practice more sustainable
- anti-racism and anti-oppression
- running creative projects
- wellbeing and peer support
- professional development
- useful research and reports

The exact topics will develop over time.

Choosing resources

Resources should be:

- relevant to Neuk members
- useful to artists or creative people
- from a trustworthy source
- reasonably up to date
- clearly described

Ask a staff member before adding something if:

- you are unsure whether the information is reliable
- the subject is sensitive
- the resource gives medical, legal or financial advice
- it mainly promotes a paid service or product
- you are unsure whether it fits Neuk's values
- you are unsure if we need to ask permission to link to it.

Making information easy to use

When adding a resource:

- use a clear title
- write a short description
- use clear headings and categories
- explain what someone will find when they open the link
- avoid large blocks of text
- use meaningful link text
- add alt text to images where appropriate

We will work together to agree a consistent style.

What you are not expected to do

You are not expected to:

- give specialist advice
- provide one-to-one support
- solve members' personal problems
- create or rewrite the external resources
- guarantee that every external resource is correct
- publish sensitive information without staff agreement
- manage the whole library by yourself
- spend your own money

If you are unsure about something, ask before adding or publishing it.

Support

A Neuk staff member will support the project.

They can help with:

- deciding what should be included
- choosing and setting up the platform
- accessibility
- sensitive or uncertain content
- agreeing priorities
- solving practical problems

You can also contact the Volunteer Coordinator if:

- you have a question
- you need support
- you cannot complete an agreed task
- you want to change or stop your role

Contact Information

Emergency Contact

(Please save this in your phone)

Tzipporah Johnston

07305 853884

tzipporah@doorinthewall.co.uk

Neuk Volunteer Coordinator

(Please save this in your phone)

Joanna Young

07585822616

volunteers@doorinthewall.co.uk

General email contacts

hello@doorinthewall.co.uk

neuk@doorinthewall.co.uk

Other Staff

- Neuk Local Coordinator (Anna Whealing)
  anna@doorinthewall.co.uk
- Participant Liaison (Amy Milner)
  edi-neuk@doorinthewall.co.uk

Safeguarding Contacts

- **Primary Safeguarding Officer**
  Tzipporah Johnston
  tzipporah@doorinthewall.co.uk
  07305 853884

- **Secondary Safeguarding Officer**
  Catriona Stewart
  cas.stewart.101@gmail.com

- **Online reporting form**