

## Covid-19 Peer Research Volunteer Role

### Summary of the Role

We're looking for people to volunteer with us and capture the stories and experiences of how Coronavirus has affected our customers throughout lockdown and beyond.

You'll work as part of a team with fellow volunteers to gather feedback from customers who live in our general rent, and care and supported housing properties. The feedback will be used by South Yorkshire Housing Association staff to write a report that will help us to determine whether we got it right for our customers throughout Covid-19.

We'd particularly welcome applications from South Yorkshire Housing Association customers, and/or people who are classed as vulnerable to Coronavirus, have been shielding, or have experienced the impact of others shielding.

You'll conduct your research from home using Microsoft Teams video chat, and you'll need access to home WiFi or access to a mobile data hotspot to carry out the video calls.

We'll provide you with a Chromebook device, South Yorkshire Housing Association user account, and all the relevant training you need to get started.

You won't be out of pocket whilst volunteering with us, and we'll discuss potential expenses when we meet.

### Desirable Skills

- Strong people skills: good at talking and listening
- An ability to make people feel comfortable and at ease
- Able to handle difficult conversations
- Basic IT skills

### Main Tasks and Role Requirements

- Complete South Yorkshire Housing Associations training package via Microsoft teams and our Safety media E-Learning Package
- Meet your fellow volunteers and discuss how you'd like to conduct the research

- Contact South Yorkshire Housing Association customers via Teams, carry out and record conversations and save to our departmental SharePoint site
- Discuss your findings via Teams, with other researchers and keep in touch with the Volunteering Team throughout the project.

### What you can expect from us

- We'll be there to support you throughout your time with us
- We'll provide you with an SYHA Chromebook to conduct your research
- We'll provide all the necessary training so you can use your device, conduct your research and keep in touch
- You'll have access to our full suite of online training and classroom courses. If you're interested in doing a course, we'll support you with setting up the training
- We'll create a Peer Research Microsoft Teams Chat group so we can collaborate throughout the project
- We'll provide you with a certificate highlighting your involvement with us
- We'll provide written confirmation of the training you've done with us
- We'll cover any reasonable expenses you incur whilst conducting the research
- We'll gift you a £10 Love To Shop Voucher to say thanks for your help

Criteria	Requirements
<b>Start Date and length of Role</b>	August 2020 Start Date, the project should last around 6 Months. The role will be carried out from home
<b>I.D and other checks</b>	A DBS check isn't essential for this role. If you have a recent DBS we'll ask to see a copy, but if not a reference from someone who knows you well will be fine
<b>Training to be complete</b>	<ul style="list-style-type: none"> <li>• GDPR – SYHA e-learning course</li> <li>• Conversations that connect</li> <li>• Device/Microsoft Teams Training</li> <li>• Safeguarding &amp; Community Journalism</li> </ul> <p>All Training will be completed Via Microsoft Teams</p>
<b>Inclusive Volunteer Requirements</b>	As the role is a Peer Researcher role, we would like our volunteers to be SYHA customers.
<b>Working Days and Times</b>	Flexible – we can work around the time you want to give, and when works best for you and our customers.

If you're interested in applying for the role, please give our Volunteer Co-Ordinator, Nicole Stamford a call on 07384510101, or fill out the [expression of interest form](#) stating Peer Researcher as the type of voluntary work you're interested in, and we'll get back to you.