

St Elizabeth Hospice

Volunteer Role Description



Role: Retail Volunteer

Location: Shop location / Warehouse

Staff Member Link: Shop or Warehouse Manager

Purpose of Service

Our shops are a vital source of income for the hospice, contributing roughly one quarter of our annual income

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This is a role that covers a variety of tasks working with the shop manager in a busy retail environment including clothing, books and bric-a-brac.

All in a fun and friendly atmosphere - and a great opportunity to meet new people!

Key Activities

- Provide a high level of customer service and satisfaction at all times.
- Accept donations and thank donors
- Understand and promote Gift Aid with donors and customers
- Assist with sorting and stock preparation
- Sales floor replenishment
- Operate electronic till
- Ensure all monetary systems and procedures are adhered to
- Provide assistance to customers when requested
- Assist with cleaning and tidying to maintain cleanliness and presentation
- Ensure all Health & Safety/Fire regulations are understood and complied with at all times.
- Ensure compliance with all organisational policies and procedures

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- To promote the hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.

Personal Qualities

Attributes	Essential/Desirable	Qualification and Training to be provided
Skills and Abilities	D - Educated to a general standard	
Knowledge and Experience	D - Previous retail experience	
Attitudes and Values	E - Good communication skills E - Able to work as a team E - Polite and friendly D - Flexible in approach to work	
Qualifications and Training		Health & Safety, Fire, Manual Handling, GDPR, Equality, Diversity and Human Rights Safeguarding, Conflict Resolution and Gift Aid.