

# St Elizabeth Hospice

## Volunteer Role Description



**Role:** Retail Centre Distribution Driver

**Location:** Distribution Centres

**Staff Member Link:** Retail Centre Operations Manager

### **Purpose of Role and Service**

To assist in the collection and distribution of goods between the hospice, the shops network and private households including furniture

### **Key Activities**

- To maintain a link between the Retail Centre and the shops.
- To maintain a link between the Retail Centre and the hospice.
- To support the Fundraising Department when required, e.g. delivering banners, equipment etc.
- To load and unload vans and assist in general warehouse duties.
- To drive the van with due care and attention. To keep the van safe and secure at all times. Carry out daily checks on the van and report any faults or concerns to the Shop Manager
- To provide driving relief to cover annual leave and sickness
- To provide outstanding customer service at all times
- To have an understanding and promote Gift Aid to donors
- Adhere to St Elizabeth Hospice Health & Safety & Manual Handling Policies and Procedures and Driving at Work Guidance at all times

### **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
<b>Skills and Abilities</b>	E - Full and clean driving licence D - Health and Safety and manual handling awareness	
<b>Knowledge and Experience</b>	E - Previous van driving experience D - Local area knowledge D - Loading of goods	
<b>Attitudes and Values</b>	E - Good communication skills E - Flexible E - Positive attitude E - Work to deadlines E - Polite and friendly E - Smart appearance	
<b>Qualifications and Training</b>		ELfH Modules - Roles and Responsibilities Communications (Customer Service) Conflict Resolution (inc Lone working) Health, Safety and Infection Prevention and Control Data Security Awareness (GDPR) Moving and Assisting (Moving and Handling things) Fire Safety Equality, Diversity & Human Rights Safeguarding Adults  Practical Moving and Handling at the Hospice  Driver awareness at the Hospice

**Driving Check** – This role requires the hospice to undertake relevant driving checks on the applicant