

# St Elizabeth Hospice

## Key Assistant Volunteer Role Description



**Role:** Key Assistant Volunteer  
**Location:** Local shop or Retail/ Warehouse  
**Staff Member Link:** Retail Manager

### **Purpose of Service**

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

### **Purpose of Role**

This is a role that covers a variety of tasks working with the shop manager in a busy retail environment including providing support for the day to day organisation of the shop and various admin duties relating to the Retail division of the Hospice.

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

### **Key Activities**

- To always work as part of a team.
- To provide general assistance in the shop, including the sorting, pricing, displaying and sale of donated goods and merchandise.
- Provide a high level of customer service and satisfaction at all times to both external and internal customers.
- Provide assistance to customers when requested.
- To assist in answering the telephone according to Hospice Policy and deal with enquiries.
- Accept donations and thank donors.
- Understand and promote Gift Aid with donors and customers.
- Assist in the training of volunteers on the Gift Aid scheme ensuring understanding of the benefits to St Elizabeth Hospice.
- To operate the till and maintain records in accordance with the Retail Manual and Retail Policies.
- Provide training and support on the Cybertill system to other volunteers.
- To assist in the security of the shop and its stock, banking takings when required. Opening the shop or securing the shop at close of business when required. No lone working permitted.
- Ensure all monetary systems and procedures are adhered to and returns actioned promptly.
- 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. A DBS check will be required.
- To complete Mandatory Training plus undertake any further training as required.

### **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>	D - Educated to a general standard	
<b>Knowledge and Experience</b>	D - Previous retail experience	
<b>Attitudes and Values</b>	E - Good communication skills E - Able to work as a team E - Polite and friendly D - Flexible in approach to work	
<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  Other – gift aid  ** accredited learning if required **