

st elizabeth hospice

Volunteer role:	Retail Centre Distribution Van Assistant
Location:	Distribution Centres
Staff member link:	Retail Centre Operations Manager

Role summary:

To assist in the collection and distribution of goods between the hospice, the shops network and private households including furniture. **This is a non-driving role.**

What you will be doing:

Key activities include but are not limited to the following:

- To maintain a link between the Retail Centre and the shops 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 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

What we ask of our volunteers:

- To uphold our hospice values:
 - One team, one community
 - Learning never ends
 - Compassion takes courage
 - Every moment matters
- Take part in training so you feel confident and supported in your role
- Respect confidentiality for patients, staff and fellow volunteers at all times
- Be friendly and team focused so everyone feels welcome and supported
- Stay committed and reliable to help the team run smoothly
- DBS checks for some roles to ensure safety and suitability

The benefits to you:

- Be part of a forward-thinking charity and make a real impact
- Feel proud of making a difference in your community
- Give back locally and support people who need it most
- Build new skills and grow your confidence.
- Meet new people and join a supportive team
- Training provided so you feel comfortable and ready for your role

Your skills and attributes:

- You will be a polite and friendly person with good communication skills and the ability to work as part of a team.
- You will have the ability to work to deadlines but also have a flexible working attitude.
- Knowledge of the local area will be useful
- An understanding of health and safety and manual handling awareness when loading goods.

- Role specific training will be given.