

## RETAIL: DRIVERS MATE ROLE BRIEF



### WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give, and you want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone's life, when it matters most.

### THE AIM OF THE ROLE:

In this role, you will be working on our busy furniture van, collecting and delivering furniture across North Devon, working alongside our fun and friendly team.

As a volunteer Driver's Mate, you will assist with loading and unloading items, ensure they are handled with care, and help maintain a positive and professional presence as an ambassador for North Devon Hospice.

### WHAT'S INVOLVED?

- Safely loading and unloading donated furniture onto the van
- Assisting the driver with delivery routes across North Devon
- Ensuring items are handled with care and professionalism
- Assisting donors in completing any paperwork on site
- Representing North Devon Hospice with a positive and helpful attitude
- Supporting the team with lifting, moving, and positioning furniture
- Helping maintain a clean and organised van and delivery area
- Adhering to all Hospice health & safety guidelines

### WHAT YOU'LL NEED:

- A friendly, can-do attitude
- Good level of physical fitness for lifting and moving furniture
- Reliability and willingness to follow guidance
- Confidence communicating with a wide range of people
- No experience necessary – just enthusiasm and a willingness to learn!





#### WHAT THE HOSPICE OFFERS:

- A safe, welcoming, and supportive environment
- An induction and ongoing training to support you in your role
- An insight into palliative care and the opportunity to support people at a difficult time in their lives
- The opportunity of being part of a dedicated and friendly team
- The opportunity to meet new people
- Regular events throughout the year to meet other volunteers across the organisation and for us to thank you for your contribution
- Reward and Recognition scheme to celebrate your length of service with NDH
- The knowledge you are directly contributing to the care and support offered to our patients and their families we care for

#### WHAT YOU CAN OFFER US:

- An ability to work as part of a team
- A friendly and approachable manner
- Confidence communicating with a wide variety of people from all backgrounds
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all health & safety measures
- An adaptability to changing trends and requirements and a proactive approach to your role

