**Volunteer Role Description**

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| **Role title** | Van Crew, Furniture Team | **Reports to** | Furniture Centre Manager |
| **Department** | Retail | **Accountable to** | Furniture Centre Manager |
| **Hours** | Shifts available Monday to Friday between 8.30am and 5pm, typically lasting a minimum of four hours. Some shifts may also be possible on Saturdays between 8.30am and 2pm.  |
| **Commitment required** | Flexible, to be agreed in advance. Commitment to a regular shift, or shifts, per week is preferable but not essential.  |
| **Location** | North Devon Hospice Furniture Shop, Two Rivers Industrial Estate, Braunton Road, Barnstaple EX31 1JY **OR** North Devon Hospice Holsworthy Furniture Centre, 21b The Square, Holsworthy EX22 6AN  |

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| **Role summary*** North Devon Hospice has a network of charity shops across North Devon including two dedicated furniture centres. Each shop is supported by a dedicated team of volunteers who offer their time to help raise essential funds, so that the hospice can keep providing care and support locally. Our Van Crew volunteers provide a furniture collection and delivery service for our donors and customers. This is a physical role which requires lifting and moving heavy items on a regular basis. This role does not include driving.
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| **What’s involved*** Speak sensitively with anyone donating items of furniture
* Collect and/or deliver items of furniture in the local area
* Answer or direct customer enquiries about any aspect of the hospice
* Provide information about Gift Aid and the hospice lottery
* Assist with moving furniture to and from the delivery vehicles
* Ensure all items are stored safely and/or ready for onward delivery to shops
* Maintain a clean and safe working environment
* Support staff in keeping an eye on the security of the facilities and van
* Be an ambassador for North Devon Hospice at all times

**Key responsibilities*** Adhere to all North Devon Hospice policies and procedures
* Undertake all ongoing training required in relation to your role, e.g. health & safety, etc. and comply with using any protective workwear issued to you by North Devon Hospice
* Actively participate in hospice risk management process in order to help safeguard the welfare of patients, visitors, volunteers and staff
* Complete statutory training in accordance with North Devon Hospice requirements
* All volunteers are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures and guidance relevant to their area of work
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| **Benefits*** Meet new people
* Help others within your local community
* Regular support and information meetings
* Reimbursement of all reasonable travel expenses
* Valuable experience, either for personal or professional benefit
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| **Training & supervision*** Induction and statutory training, prior to commencing the role
* Required ongoing training relevant to the role as directed by North Devon Hospice, for example: health & safety, moving & handling, Gift Aid, etc.
* Regular support and information
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**This role description may be reviewed in light of any changing service requirements. The role description is not exhaustive; other tasks may be requested from time to time.**

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of assessment** |
| **Qualifications** |  |  |  |
| **Skills & knowledge** | * Good communication skills
* Strong team player
 | * Able to use initiative and be proactive
 | Application form, informal interview and references |
| **Experience** | * Ability to work in a flexible manner
 | * Experience of working as part of a team
* Experience of physical work
 | Application form, informal interview and references |
| **Personal qualities** | * Commitment to following NDH policies and guidelines
* Reliable, honest & committed
 | * Ability to relate to people from all backgrounds
 | Application form, informal interview and references |

Date: November 2018

Authors: Amanda Shearing, Head of Retail; Volunteer Office