

## RETAIL ASSISTANT VOLUNTEER ROLE BRIEF



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

Time is the most precious thing you can give. 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.

You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

### THE AIM OF THE ROLE:

North Devon Hospice has a network of charity shops across North Devon raising essential funds so that the hospice can continue providing care and support locally. Our retail team provide a warm, friendly, and welcoming environment for our customers whether they are in one of our retail outlets, in the warehouse or on the phone. Our retail volunteers support the shop manager with the day to day running of the shop and are ambassadors for the hospice.

### WHAT'S INVOLVED?

Great customer service, ensuring our customer are made to feel welcome and are offered any help and advice as required. Receiving and processing donations, hand steaming clothing, pricing stock, replenishing stock on the shop floor, processing sales and taking payments using the electronic till system. Assisting staff where directed and always maintaining a clean and safe environment and to be an ambassador for the hospice at all times. Undertaking any other tasks as requested or appropriate within the nature of the role.

A taster session will be arranged to ensure you understand what your role would entail.



#### 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 in a busy environment
- A friendly, approachable and non-judgemental manner with a good attention to detail
- Confidence handling cash/payment cards and processing sales through an electronic till
- Be able to maintain confidentiality and have an awareness of maintaining boundaries
- Good communication skills & an ability to relate to people from all backgrounds
- Previous retail experience is desirable
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all safety & infection control measures
- An adaptability to changing trends and requirements

