

Retail: Volunteer Packing Assistant 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:

We are all about high quality, pre-loved and sustainable retail. Our aim is to maximise income from all our retail activities to raise funds for North Devon Hospice by spotting and exploiting trends. We sell on multiple online platforms worldwide and we are looking for volunteers to help us in various stages throughout the donation journey.

WHAT'S INVOLVED?

- Carefully packaging items that have been sold through our online platforms, ensuring they are secure and protected during transit.
- Following packaging guidelines, with full training provided.
- Supporting staff with other suitable tasks as required.
- Helping to maintain a clean, organised and safe working environment.
- Acting as a positive ambassador for North Devon Hospice at all times.
- Undertaking other appropriate duties that support the team and the aims 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
- A friendly, approachable, and non-judgemental manner
- Confidence communicating with a wide variety of people from all backgrounds
- Be able to maintain confidentiality and have an awareness of maintaining boundaries
- A sensitive, calm, and approachable manner
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all safety & infection control measures, wearing of appropriate Personal Protection Equipment (PPE) if required
- An adaptability to changing trends and requirements and a proactive approach to your role
- Your pet, who is fully registered by a recognised pet therapy organisation, with a kind and gentle nature, who enjoys meeting a variety of people of all ages and abilities

