Role: Warehouse Volunteer

Aim of the role:
To assist the warehouse team in a variety of tasks during the shop day, donors are welcomed, and helping towards raising vital funds for the Hospice

What do retail volunteers have to say about volunteering for St Wilfrid's?

"*I thoroughly enjoy the experience of volunteering in the shop where I feel I am supporting the local community as I help donors and customers, ensuring that I provide a friendly and professional manner and approach. I work alongside a very nice team and look forward to my time each week*"

Line Manager: Shop Manager/General Manager
Responsible to: Voluntary Service Manager

You will need to be:
- Enthusiastic, kind, friendly and approachable with a positive attitude and committed to raising money for the Hospice
- Share the Hospice's values, mission and inclusive culture
- Punctual and reliable and stay for the agreed time
- Committed to giving the highest standard of customer service and promote the Hospice
- A team player and volunteer under the direction of the Shop Manager/General Manager
- Willing to help with a range of tasks in the shop as directed by the employees
- Accepting of others who might be different to yourself
- Of a good level of overall health as this is an active role
- Able to carry out light/moderate manual handling
- Able to complete induction and training to be competent in role
- At least minimum age 16 years (with the exception DofE which is 14

Time commitment:
- To enable volunteers to have a good balance of homelife and volunteering hours are limited to no more than 4 hours a day with the exception at Terminus Road and Chalcroft Lane where facilities are available for breaks
- Advisory of up to two shifts per week
- Discussion with Shop Manager/General manager around rota availability and volunteer availability

Training: Warehouse Induction Training / Volunteer Induction Day / Annual refresher training

What you could be doing:

All roles
- Welcoming donors
- Assisting donors, or directing them to the team who can help with enquiries and donations
- Assisting with ensuring the warehouse is clean and tidy
- Ensuring a safe working environment at all times (doors and fire exits are kept clear)

Accepting Donations 'Back Door'
- Accepting donations: ensuring donations are items that we accept and in a saleable condition and asking for their Gift Aid details (including signing up new customers to Gift Aid)
- Sorting donations into categories, then moving them to the relevant storage area
- Identifying items not suitable for sale and separating them for rag/recycling
- Adhering to all manual handling training and relevant health and safety policies, using Personal Protection Equipment as instructed

Sorting Clothing

- Emptying cages of clothes brought from the back door and sort them, identifying those suitable for sale and those for rag/recycling
- Hanging clothes in the relevant area, ready for shop picking
- Using relevant Personal Protection Equipment as instructed

Assisting Van Driver

- Assisting the Van Driver with deliveries to St Wilfrid's shops and/or deliveries and collections to/from customers' and donors' homes
- Adhering to all manual handling training and relevant health and safety policies, using Personal Protection Equipment as instructed

Shop Services Stock Picker

- Picking stock requested by our 9 community shops and load onto cage ready for van delivery
- Referring any queries or concerns to an employee
- Adhering to all manual handling training and relevant health and safety policies, using Personal Protection Equipment as instructed

Specialist roles might include: jewellery and tech valuation, PAT testing, specific interests – please speak to the Shop Manager/General Manager if you have a specialist skill you would like to offer

We are focused on ensuring the safety and protection of everyone who volunteers with the Hospice. To achieve this, we will carefully select, screen, and manage volunteers.
Volunteers will need to complete the required competency training for this role and agree to follow our policies and procedures.

St Wilfrid's Hospice Values

We pride ourselves on a common set of values which steer our behaviour.
Each and every team member, including volunteers, will conduct themselves with our values at the forefront of everything we do.

- **Compassion** is crucial to the care that we provide and in the work, we do and is sustained by caring for ourselves and for our colleagues.
  We show respect and empathy for everybody and go the extra mile to be thoughtful, to listen and to do all that we can (including the little things).
- **Excellence** is committing to deliver quality in all that we do.
  We are consistently aspiring to be the best that we can be and we learn from others and from our own mistakes, reflecting on how we can improve and putting this into practice.
- **Integrity** is committing to doing what we say we will do, at the right time and with the best intentions. We conduct ourselves in a trustworthy, transparent, respectful and honest manner.
- **Responsibility** is being accountable for our actions, behaviours and decisions. We take collective responsibility for our resources and the environment.
  We act professionally at all times, leading by example and taking a proactive approach to our work. We encourage each other to take responsibility for own actions whilst asking for support when it is required.
- **Collaboration** is working in partnership with others in order to achieve success, for the benefit of all. We will work together, learn, support and ensure we communicate effectively with each other both within St Wilfrid's and with other organisations and communities, to deliver our objectives.