

Charity Shop Volunteer

Time Commitment	We are looking for a weekly commitment of four hours a week, all our shops are open Monday – Saturday, some of our shops are also open on a Sunday
Location	We have Charity Shops across Essex; Basildon, Benfleet, Brentwood, Canvey, Chelmsford, Colchester, Collier Row, Corringham, Dagenham, Grays, Great Baddow, Hadleigh, Harold Hill, Hockley, Hornchurch, Leigh, Prittlewell, Rayleigh, Rochford, Southchurch, Southend, Shoebury, South Woodham Ferrers, Stanford Le Hope and Witham.
About Us	<p>Havens Hospices provides palliative nursing and supportive care to adults and children living with complex or incurable conditions.</p> <p>Havens Hospices is committed to safeguarding patients and their families, visitors, staff and volunteers. The recruitment of all staff, volunteers and trustees is robust and follows principles for Safer Recruitment.</p> <p>Our Values</p> <ul style="list-style-type: none"> • Care and Compassion • Commitment • Community • Courage • Integrity
Benefits of volunteering	<ul style="list-style-type: none"> • Meet new people • Try something new • Be part of your local community • Learn a new skill or experience • Increase confidence and self esteem • Improve employment prospects • Be part of a team • Move towards making a career change • Use your skills to benefit others • Give you a purpose or routine • Training in a key industry skill <p>Evidence suggests that volunteering has a positive impact on your health and wellbeing.</p>
What we offer you	<ul style="list-style-type: none"> • Named Volunteer Coordinator to support you in your role • Induction and ‘on the job’ training as required

	<ul style="list-style-type: none"> • Volunteer Charter which demonstrates our commitment to volunteers • Agreed out of pocket travel expenses • Recognition in the form of thank you events • Certificate of volunteering (on request)
What the role involves	<ul style="list-style-type: none"> • Assisting customers on the shop floor • Serving customers at the till • Meeting donors and gaining sign ups to the Gift Aid scheme • Sorting/preparing donations ready for shop floor display, which may include steaming • Merchandising/rotating stock on the shop floor • Supporting any new promotions as they occur • Light cleaning duties • Any other reasonable duties designated by the Manager in charge
Skills, experience and qualities required for the role	<ul style="list-style-type: none"> • Reliable, regular and punctual attendance • Dependable, interactive communication • Flexibility and adaptability when required • Promotion of good customer service
Recruitment process	<ul style="list-style-type: none"> • Application form • Informal interview • ID verification • Two referee details • Recruitment paperwork • Parental//guardian consent if aged 13 - 16 • Induction session
What we require from our volunteers	<ul style="list-style-type: none"> • Satisfactory recruitment checks • Respecting and adhering to the charity's Values • Following the guidelines, policies and procedures of the charity • Carrying out your role to the best of your ability, enthusiasm, and professionalism • Being reliable and committed, giving as much notice as possible if you are unable to attend your shift • Participating in training deemed relevant for your volunteer role, within the agreed timeframes • Maintaining confidentiality of charity information and adhering to GDPR (data protection) regulations
Volunteer Services Team contact details	<p>01702 426237 volunteering@havenshospices.org.uk www.havenshospices.org.uk/volunteering</p>