

**Charity Shop Volunteer**

<b>Time Commitment</b>	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
<b>Location</b>	We have Charity Shops across Essex; Basildon, Benfleet, Canvey, Colchester, Collier Row, Corringham, Dagenham, Grays, Great Baddow, Hadleigh, Hockley, Hornchurch, Leigh, Prittlewell, Rayleigh, Rochford, Southchurch, Southend, Shoebury, South Woodham Ferrers, Stanford Le Hope, Witham
<b>About Us</b>	<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"> <li>• Care and Compassion</li> <li>• Commitment</li> <li>• Community</li> <li>• Courage</li> <li>• Integrity</li> </ul>
<b>Benefits of volunteering</b>	<ul style="list-style-type: none"> <li>• Meet new people</li> <li>• Try something new</li> <li>• Be part of your local community</li> <li>• Learn a new skill or experience</li> <li>• Increase confidence and self esteem</li> <li>• Improve employment prospects</li> <li>• Be part of a team</li> <li>• Move towards making a career change</li> <li>• Use your skills to benefit others</li> <li>• Give you a purpose or routine</li> <li>• Training in a key industry skill</li> </ul> <p>Evidence suggests that volunteering has a positive impact on your health and wellbeing.</p>
<b>What we offer you</b>	<ul style="list-style-type: none"> <li>• Named Volunteer Coordinator to support you in your role</li> <li>• Induction and ‘on the job’ training as required</li> <li>• Volunteer Charter which demonstrates our commitment to volunteers</li> <li>• Agreed out of pocket travel expenses</li> </ul>

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