

## Volunteer Role Description

<b>Role</b>	Volunteer Drivers Mate
<b>Role summary</b>	Assisting our Driver with rotating stock between our twenty-three charity shops and warehouse, ensuring we are able to maximize our sales
<b>Team role based in</b>	Trading
<b>Time Commitment</b>	We are looking for you to commit to one full day per a week between Monday – Friday
<b>Location</b>	You will be volunteering across Essex, in your local Havens Hospices shop. We currently have twenty-three shops, with new ones opening in the future
<b>What's in it for you?</b>	<ul style="list-style-type: none"> <li>• Named Volunteer Coordinator</li> <li>• The opportunity to develop new and existing skills and make a key contribution to the work of the hospices</li> <li>• Gaining hands on work experience within a professional organization</li> <li>• The chance to be at the heart of your local community, meet new people and be part of an enthusiastic team</li> <li>• Regular support / catch ups</li> <li>• Agreed out of pocket travel expenses</li> <li>• Certificate of Volunteering on request</li> </ul>
<b>What will I be doing?</b>	<ul style="list-style-type: none"> <li>•</li> <li>• Visiting each shop with our Driver to deliver and collect stock for rotation and dropping off new goods</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring that the correct stock and paperwork is delivered to the correct shop</li> <li>• Maintaining a flexible approach</li> <li>• Representing the charity whilst driving</li> <li>• Any other duties designated by the Operations Manager</li> </ul>
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<p><b>Experience and qualifications</b></p>	<ul style="list-style-type: none"> <li>• You will need to be fit, as this role does involve lifting (each bag can weigh up to 10 Kilos (approx. 1 ½ Stones)</li> <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>
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<p><b>What you need to know</b></p>	<ul style="list-style-type: none"> <li>• You will attend an informal interview. If you are successful, we will require             <ul style="list-style-type: none"> <li>○ two satisfactory references to be returned for you</li> <li>○ you to complete some recruitment paperwork</li> <li>○ you to attend an induction session and any additional training relevant to the role</li> <li>○ you to adhere to all our current policies and procedures</li> <li>○ you to maintain dependable and regular communication</li> </ul> </li> <li>• Due to the nature of our work and our duty of care to our patients and volunteers, we do have a policy in place around people applying to volunteer, who have experienced a close bereavement. This is looked at on an individual basis and will be discussed at the informal interview</li> </ul>
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<p><b>Contact details</b></p>	<p>Volunteer Services 01702 426237 <a href="mailto:volunteering@havenshospices.org.uk">volunteering@havenshospices.org.uk</a></p>
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