

Drivers Mate Volunteer

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| Time Commitment | We are looking for a commitment of one day a week – Monday, Tuesday, Wednesday or Thursday. It would be from around 8am – 5pm |
| Location | You would meet with the Trading Driver at Little Havens Hospice in Thundersley and then travel together in the Trading van, to our Charity Shops across Essex |
| 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 • Volunteer Charter which demonstrates our commitment to volunteers |

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| | <ul style="list-style-type: none"> • 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"> • Visiting each shop with our Driver to deliver and collect stock for rotation and dropping off new goods • Ensuring that the correct stock and paperwork is delivered to the correct shop • Maintaining a flexible approach • Representing the charity whilst driving • Any other reasonable duties designated by the Operations Manager |
| Skills, experience and qualities required for the role | <ul style="list-style-type: none"> • You will need to be fit, as this role does involve lifting (each bag can weigh up to 10 Kilos (approx. 1 ½ Stones) • 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 • Two references • Recruitment paperwork • Induction session • e-learning training (paper based available if not computer literature and Workbook) |
| What we require from our volunteers | <ul style="list-style-type: none"> • 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</p> <p>volunteering@havenshospices.org.uk</p> <p>www.havenshospices.org.uk/volunteering</p> |

Last reviewed and updated: September 2020