

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Driver's Mate

VOLUNTEER SUPERVISOR: Retail Warehouse Manager

Aims:

To Support the Warehouse Manager and Warehouse Supervisor, ensuring operational effectiveness throughout the warehouse.

When / Where:

Retail Head Office, Ashton Gate

Main Tasks:

- Assist the driver to load and unload hospice vehicles at the warehouse and store
- Keep the warehouse and associated areas clean and tidy
- Sort donations in the warehouse ready to be transferred to stores
- To work within Health & Safety guidelines, following Hospice guidance, policies and procedures including manual handling and operational safety processes.

Skills and Experience:

- Good level of general education including English and Mathematics
- Good standard of English literacy, spelling and grammar.
- Basic IT skills
- Experience of working in a warehouse environment
- Awareness of Health & Safety legislation

- Good general health, since the role requires the moving of heavy and bulky items as major part of daily work, frequently carrying goods up and down stairs, and standing for long periods of time.

Personal Qualities:

- Good interpersonal skills
- Ability to work under supervision, and independently, as appropriate.
- Ability to respond quickly to requests in order to perform duties
- Reliable with good time management skills, able to work calmly under pressure.

Essential Requirements:

Volunteer Agreement: volunteers receive an Agreement for signing, when commencing volunteering, to show their commitment to adhering to the hospice's policies and procedures. A breach of the Agreement will be taken seriously.

Training: All volunteers, when starting, complete several short topics, which are 'mandatory' subjects. Other training opportunities will be explained by the volunteer's supervisor from time to time.

Information Governance: volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers; and other hospice matters.

Equality and Diversity: The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation. Volunteers are expected to adhere to the hospice's policy on equality and diversity.

Fire/Health & Safety: All volunteers must adhere to the hospice policy covering Fire and H&S.

ID Badges: ID badges, when provided, must always be worn whilst on duty.

Smoking: The hospice acknowledges its responsibility to provide a safe, smoke free environment. Smoking is therefore not permitted at any point whilst on duty; and volunteers will make use of the same smoking area available to staff.