

Volunteer Parcel Packer

Volunteer Role description

ROLE TITLE	Volunteer Parcel Packer
DEPARTMENT	Retail Head Office, Ashton Gate, Harold Hill
DAYS/HOURS OF DUTY	Between Monday to Friday – days/hours to be agreed with On-Line Trading Manager
REPORT TO	On Line Trading Manager, Ecommerce Team Leader
ACCOUNTABLE TO	Commercial & Safety Director
KEY RELATIONSHIPS	Retail staff and volunteers, Hospice staff and volunteers.

ROLE SUMMARY

An essential part of our Retail area's work is the funds raised through our Ecommerce department. As member of that team you will be helping to wrap and pack items that have been donated and then sold on the hospice's on-line internet sites. By doing this you will be helping Saint Francis Hospice to support people with life limiting illnesses and to support their families, relatives and friends.

Training is provided to ensure you work within Health & Safety guidelines, following Hospice guidance, policies and procedures, including manual handling and operational safety processes.

MAIN DUTIES

In order to wrap and package items securely - ready for posting - requires:

- Wrapping items securely using bubble wrap.
- Selecting appropriately sized boxes in which to place items ready for posting.
- Padding the box out with filling to ensure the packaged item cannot move within the box and break whilst in transit.
- Inserting relevant documentation/invoice etc.
- Wrapping the package/box neatly with brown paper, so it does not become loose whilst in transit.
- Attaching the sticky label pouch and securing the address label inside the pouch.
- Using "Fragile" tape if the item needs to be handled with care.
- Placing the item in the correct collection point for dispatch.

PERSON SPECIFICATIONS

- Good attention to detail is required.
- Good communication skills.
- Ability to carry out tasks on your own (once trained), or within a team.
- Being reliable, with good time management skills.
- Ability to follow instructions and respond quickly to requests in order to perform duties.

ADDITIONAL REQUIREMENTS OF THE VOLUNTEER

CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE: volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers and the public; and other hospice matter, during the course of their duty. This will include UK legislation and hospice policies and procedures.

VOLUNTEER AGREEMENT: volunteers receive an Agreement for signing, when commencing retail volunteering, to show their commitment to adhering to the hospice's policies and procedures; and other important factors, including those listed below. A breach of the Agreement will be taken seriously. Information will be provided and copies of pertinent policies can be made available upon request.

EQUALITY, DIVERSITY & INCLUSION: The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities. Whilst, all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice, volunteers are also expected to adhere to the hospice's policy on equality, diversity and inclusion.

FIRE/HEALTH AND SAFETY: All volunteers must adhere to the hospice policy covering Fire and H&S and be guided by staff when elements of Fire and H&S are made aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not.

HOSPICE IDENTITY BADGES: Hospice ID badges, internal and external, when provided, must be worn at all times whilst on duty.

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

TRAINING: All volunteers, when starting, complete a number of short topics, which are 'mandatory' subjects. There will also be induction training within the department where volunteering. Training topics are viewed through booklets, face to face training or eLearning. Other training opportunities pertinent to the volunteer's role will be explained by the volunteer's supervisor from time to time.

Please note that this role description is a guide to the duties that make up the role. It may be necessary for a supervisor/line manager to review, in consultation with their manager, elements that need to be changed in the light of changing circumstances and/or the changing needs of the Hospice; and the Board of Trustees. In such cases the volunteer will be fully consulted with.

THE HOSPICE'S VALUES

Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.

Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.

Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.

Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.

Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.

PERSON SPECIFICATION

E = ESSENTIAL		D = DESIRABLE	
Education & Training		E	D
<input type="checkbox"/>	Good level of general education including English.	E	
Skills/Abilities/Knowledge			
<input type="checkbox"/>	Good communication skills.	E	
<input type="checkbox"/>	Ability to work under supervision, and independently, as appropriate.	E	
Experience			
<input type="checkbox"/>	Experience of wrapping/packaging items		D
<input type="checkbox"/>	Good reading skills	E	
Other Requirements			
<input type="checkbox"/>	Reliable with good time management skills, able to work calmly under pressure.	E	
<input type="checkbox"/>	Good interpersonal skills.	E	