

RETAIL DUTY VOLUNTEER ROLE DESCRIPTION

ABOUT WILLOW BURN VOLUNTEERS

Volunteers use their time, skills and experience to enhance the provision for our patients and to support the staff in delivering a high quality experience for all and as such will:

- Have enthusiasm and commitment to Willow Burn Hospice, our mission and values.
- Give a realistic time commitment, whilst there is no minimum number of hours required, most of our volunteers give at least four hours a week.
- Work under the direction of staff to deliver a high quality service
- Respect the privacy of patients and families
- Undertake training necessary for the role
- Make links with the community and share Willow Burn's messages

OUR VISION

A community that holds no boundaries in treasuring lives through the provision of specialist supportive, palliative and end of life care.

OUR VALUES

Passionate – we are passionate about delivering an outstanding service to people in our community.

Accountable – we are a responsible organisation that people can trust.

Respect – we are respectful and considerate, ensuring dignity at all times.

Caring – care and compassion is at the heart of everything we do.

Empowering – we support and enable people to take control and achieve their goals.

Loyalty – we are committed to improving the lives of people in Derwentside.

PURPOSE OF THIS VOLUNTEER ROLE

To support the Shop Manager in the day-to-day operations, consistency of standards and service provided to our donators and customers. To be able to provide duty cover in the absence and be a leader to the team of volunteers.

POINT OF CONTACT

Shop Manager

TASK DESCRIPTION

- Attend moving and handling and Health and Safety training, including annual reviews and updates.

- Undertake initial training completing the Duty Volunteer workbook and to keep training up to date in the future.
- Providing support to the Retail Supervisor in the day to day operations of the shop and to support the implementation of change to policies and procedures.
- Carry out all Health and Safety checks in the shop whilst on duty, and to complete any supporting paperwork.
- To communicate any accidents, incidents or near misses.
- To report any Health and Safety, operational or security issues.
- Ensure that all cash and stock is handled safely.
- To provide Duty cover in the Retail Supervisors absence.
- To support other volunteers with training and guidance.
- Carry out all paperwork and operational procedures to ensure consistent standards and service is provided to Customers, Volunteers and other Willow Burn colleagues.
- To respect the privacy and confidentiality of all patients and customers at all times as per the volunteer confidentiality policy.
- Ensure effective communication with all departments to ensure the needs of all patients and customers are the priority at all times.

PERSONAL SPECIFICATION FOR RETAIL DUTY VOLUNTEERS

- Good communication skills
- Team Player
- Good sense of humour
- Strong interpersonal skills
- Tact & diplomacy in dealing with a variety of situations
- Self-awareness and able to use initiative
- Caring and compassionate approach
- Good understanding of equality and diversity
- Ability to carry out safe manual handling
- To be Health and Safety conscious
- Excellent customer service skills
- Ability to lead a team
- Organisational skill

ADDITIONAL REQUIREMENTS

- To ensure in all circumstances that you represent Willow Burn in a positive light.

The above is indicative of the tasks to be carried out and will change from time to time in consultation with the volunteer and in line with service needs.

All duties are to be carried out in accordance with the law, the Willow Burn Hospice philosophy, policies and procedures, the placement contract (if applicable) and in the spirit of fairness and equality and other professional guidelines.

