

## RETAIL: WAREHOUSE ASSISTANT VOLUNTEER

### ROLE BRIEF



### WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give. You want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone's life, when it matters most.

You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

### THE AIM OF THE ROLE:

North Devon Hospice has a network of charity shops across North Devon that are supported by our dedicated warehouse team based at the Two Rivers Industrial Estate, Barnstaple. The warehouse is the storage hub where all donations are received, sorted and distributed to all our retail outlets.

### WHAT'S INVOLVED?

In our warehouse our dedicated team receive and sort all our clothing donations that are collected by our hospice vans or dropped off every day at the warehouse. It is a fast-paced environment involving lifting, twisting and some standing throughout the shift although we do provide high perch stools when required. We pride ourselves on only offering for sale items that are in good repair and the right quality to be on display in our shops. This takes a lot of effort, attention to detail and a passion for fashion. There are many varied tasks to do, with no one day being the same. This will include receiving, sorting, and preparing donations, hand steaming clothes, tagging each item, size cubing and hanging clothes, The role may involve undertaking other tasks that may be requested or appropriate within the



nature of the role and full training will be given for every aspect of the role.

An informal interview and taster session will be arranged to ensure you fully understand what the role entails, ensuring you feel safe in the environment, and it will give us an opportunity to get to know you a little and you the chance to ask us any questions you may have.

#### WHAT THE HOSPICE OFFERS:

- A safe, welcoming and supportive environment
- You will be part of a dedicated and friendly team
- An induction & full training and guidance given on all aspects of the role
- The opportunity to utilise existing skills or develop and learn new skills
- The opportunity to meet new people
- Regular social events throughout the year to meet other volunteers and staff across the organisation and to thank you for your contribution
- Recognition Long Service Award for our volunteers
- The knowledge you are directly contributing to the care & support offered to our patients and their families we care for
- Reimbursement of reasonable travel expenses once agreed in advance

#### WHAT YOU CAN OFFER US:

- An ability to work as part of a team in a fast paced environment
- An ability to work in a flexible and approachable manner
- Reasonable literacy & IT skills with a good attention to detail
- Be able to maintain confidentiality at all times
- Good communication skills
- Reliability and consistency
- A willingness to undertake training and to follow NDH policies and guidelines
- An adaptability to changing trends and requirements
- An agreement to follow all safety & infection control measures

