

Donation Centre: Warehouse Volunteer Role Description

Department: Retail	Location: Donation Centre
Responsible to: Warehouse Supervisor	Vol Type: Standard
Length of role: Long term	Context: Public

Frequency: a minimum of one shift per week

Shifts: 9am – 3pm

Outline of Role:

You will be greeting donors, and skilfully sorting through items donated to St Michaels Hospice for re-sale in our Retail outlets and online. This is an active role in a warehouse environment, where you will be working as part of a team to ensure that donations are processed and allocated to the best outlet for re-sale

Role tasks:

- Greeting donors politely, and providing advice on donations that can or cannot be donated
- Ensuring that own work area is kept clean, tidy and organised
- Complying with any current Covid-safety measures as directed to by the manager
- Signing up new Gift Aid donors

Skills and Experience Required:

- Good people and team working skills
- Reasonable level of physical fitness as this is an active role
- An interest in merchandise and an 'eye for a bargain'
- Special areas of interest or expertise are welcomed (ie ceramics, art or antiques)

Personal Qualities Required:

- The ability to work on your own initiative
- Ability to follow instructions and procedures
- Ability to treat everyone in the Hospice community with equal respect
- Open to learning new skills, and a willingness to attend training if required
- Flexibility and a willingness to adapt to any required changes in process as they occur

Learning Needs:

Statutory*

Training Module	Method	Renewal
Hand Hygiene: The Basics	Hand Hygiene Champion / Role Induction	
Moving & Handling for Volunteers	e-learning	3 years
Fire Safety for Volunteers	e-learning	3 years
Equality, Diversity & Inclusion for Volunteers	Volunteer Welcome Session or e-learning	3 years
Health, Safety and Welfare	e-learning	3 years

**We anticipate that this learning will take between two and three hours to complete, depending on your level of experience in using online platforms. Support is available if you do not have access to a computer at home, or would like assistance in to complete the training. Please contact Voluntary Services for more information*

Mandatory:

Volunteer Welcome Session (2.5 hrs)
Role Induction, including any local H&S requirements
ID Badge

Optional:

We offer a range of learning opportunities for volunteers and staff that you may be interested in attending. Please look out on our notice boards and talk to Voluntary Services.

Departmental support:

Attendance at Donation Centre meetings, and one-to-one support via the Warehouse Supervisor for additional support as required

DBS Check:

A DBS check is not required for this role

Read and agreed by (print name)	
Signed	
Date	