

Volunteering with Wakefield Hospice...

## Role Description:

### Wakefield Hospice Distributions Centre - Donations Receiver

**Volunteer role in:** WH Distributions Centre

**Volunteer responsible to:** Distributions Centre Manager

**Volunteering location:** WH Distributions Centre - Tadman Street Wakefield

**Supported by:** Distributions Centre Manager / Volunteer Services

#### Summary of Role:

To assist the salaried staff with the receiving of donated goods and the enrolment of donors into the Gift Aid scheme. To provide a high level of customer service to our supporters.

PPE may be issued as appropriate.

#### Usual role hours/shift:

Varies - the Distributions Centre is typically open Monday - Friday 8.30am - 4.00pm

#### Reporting absences:

If you are unwell, going on holiday or are otherwise unable to undertake your shift, please contact the Distributions Centre Manager or the Volunteer Services department as soon as possible.

#### Volunteers may be asked to help with:

- Meeting and greeting donors in a polite and helpful manner
- Assisting with the unloading of vehicles or carrying of heavy items
- Advising donors when items are not acceptable
- Completion of the Gift Aid forms
- Labelling of bags of donations in accordance with the GA procedure
- Storing donations correctly in cages
- Moving stock around the Distributions Centre
- Good housekeeping - keeping areas of the warehouse clear and tidy
- Disposing of waste
- Giving general support in the Distributions Centre sorting areas

### Volunteers must:

- Maintain the Hospice code of confidentiality in regard to service users, their families and carers and all business matters
- Observe and implement the Hospice policies on fire, health and safety, manual handling, infection control, safeguarding and cash handling, reporting any hazards or concerns promptly
- Participate in mandatory training and training deemed necessary for specific roles

### Training:

The Hospice is committed to the ongoing training and development of volunteers, aiming to provide appropriate training for all volunteers in order to meet statutory obligations, ensure volunteers are well supported in performing their role and to provide opportunities to undertake additional training for personal development. The Voluntary Services department will ensure that volunteers are informed of, and booked on to, all mandatory and statutory training.

### Mandatory and statutory training identified for this role:

- Volunteer Induction
- Mandatory training

### Person Specification / skills required

Volunteers in this role need to be physically fit, flexible and adaptable. The ability to communicate with members of the public, good customer care skills and the ability to work as part of a team are essential.

**To apply for the role, please complete a Volunteer Application form and return to Sophie Baker, Wakefield Hospice Volunteer Services Coordinator.**

**Email:** [vs@wakefieldhospice.co.uk](mailto:vs@wakefieldhospice.co.uk)

**Post:** FAO Sophie Baker, Wakefield Hospice, Aberford Road, Wakefield, WF1 4TS