Volunteering with Wakefield Hospice…

**Role Description:**

**Driver’s Mate at WH Retail Warehouse**

**Volunteer role in:** WH Warehouse

**Volunteer responsible to:** Warehouse Manager

**Volunteering location:** WH Warehouse – Tadman Street Wakefield (and various locations during shift)

**Supported by:** Warehouse Manager / Volunteer Services

**Summary of Role:**

To assist the warehouse drivers with the distribution of donated stock to WH Retail outlets and collection of donated stock. To collect/deliver donated and sold items including furniture to the public. PPE may be issued where appropriate.

**Usual role hours/shift:**

Varies – the Warehouse 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 Warehouse Manager or the Volunteer Services department as soon as possible.

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

* Deliveries and collections to and from various premises across the district
* Loading and unloading of vehicles
* The receipt of donations from the public and encouraging participation in the Gift Aid scheme
* Moving furniture and other items around the warehouse
* Bag drops
* Good housekeeping around the warehouse including waste disposal
* Basic vehicle maintenance
* Promoting the Hospice by engaging with the public in a polite and helpful manner at all times

**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 and able to move heavy / bulky items within the recommended Moving and Handling guidelines. They should have good customer care skills and be able to work as part of a team.

**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