



## Haven House Children's Hospice

### VOLUNTEER ROLE DESCRIPTION

**Role Title:** Retail Assistant

**Responsible To:** Shop manager/ assistant shop manager or head of retail

**Based:** Haven House shop- Romford, Epping, Loughton, Chingford Mount or Leytonstone

**Hours of Operation:** Monday – Sunday

**Times:** Between the hours of 9am – 5pm

**Duration:** Ongoing

**DBS required:** No

#### **Organisation summary**

Since 2003, Haven House Children's Hospice has provided specialist care for over 900 children and young people (birth-19) who have life-limiting and life-threatening conditions. Across North and North East London, West Essex and East Hertfordshire we provide a range of services to families to support them through the most difficult circumstances imaginable. These include planned respite, short break and end-of-life care, as well as services designed to improve emotional and physical wellbeing, across The White House, our Holistic Care Centre and in our local community.

Working in partnership, we deliver these services whenever and wherever our families need them.

#### **Role summary**

Our retail shop plays a vital role in raising funds and awareness for our cause. As a shop volunteer you are among the most visible faces of the charity and contribute hugely to how the public perceive us and the work we do.

The purpose of the role is to assist in the day to day running of our charity shop(s) to maximise sales and profitability.

#### **Core responsibilities**

- To greet, assist and serve customers, providing a service of the highest standard, as well as being polite and courteous.
- To assist with processing stock, including sorting, steaming, pricing, hanging of donated items and the effective display of items presented for sale.
- To be involved with the till operation and the handling of cash (although this is not a necessary requirement).
- Help keep the shop looking clean and tidy.
- Dust the bric a brac and clean the shelves.

Author: Volunteer Development Manager

Implementation Date: April 2016

Next Review Date: April 2017

Responsibility: Volunteer Development Manager

Approved by: CEO

Ref: SOP/HH/VOL/05/01



## Haven House Children's Hospice

### VOLUNTEER ROLE DESCRIPTION

- To promote and apply Haven House's Health and Safety Policy
- **Please note that any volunteers under the age of 18 will not be permitted to use the steamer**

#### **Skills/qualifications**

A DBS check is not necessary for this role however there may be occasions or events where there is a need to DBS check a volunteer for a specific task. This can include being a mascot or mascot helper, if a volunteer changes role, if the volunteer will be coming on to the premises regularly.

#### **Communication**

Your day-to-day contact will be your line manager/supervisor though you will receive regular updates via the Hospice notice boards and the Volunteer Development Manager's monthly email.

#### **Documentation**

You will be provided with a Volunteer Handbook which sets out the broad principles for voluntary involvement in the work of Haven House that you will be expected to adhere to.

#### **Training**

Haven House considers training a high priority and intends to provide relevant training for volunteers in accordance with their role. You will be expected to attend a two hour general volunteer induction. This informs you about the wider working of the hospice. There will be online training via the Educare system. There will be ongoing training throughout the year and all volunteer will be kept informed of this. You will also receive a briefing and induction with your relevant Line Manager/supervisor.

#### **Professional Ethics**

To ensure that the Lone Worker Policy is adhered to.

To respect the individuality, values, cultural and religious diversity of patients and their families and contribute to the provision of a service sensitive to these needs.

#### **Service development & delivery**

To pay due regard to the Charity's policies, procedures and guidelines, especially Health and Safety, Equal Opportunities, Safeguarding and issues related to the Children's Act and children's rights.

#### **Clinical Governance**

You will be advised of necessary processes and procedures that will need to be followed to ensure the Hospice continues to improve the quality of it's' services and safeguards high standards of care, by creating an environment in which clinical excellence will flourish.

#### **Safeguarding Children**

Haven House is committed to safeguarding and promoting the welfare of children and young people and expects all volunteers to share this commitment.

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## **Haven House Children's Hospice**

### **VOLUNTEER ROLE DESCRIPTION**

All volunteers at the Whitehouse have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Volunteers should be aware of the Haven House procedure for raising concerns about the welfare of anyone with whom they have contact. Volunteers will be required to attend the appropriate level of safeguarding training, depending on their role.

#### **Development**

You will have a named Line Manager who will arrange regular supervision meetings to discuss any problems or issues that may arise. Your Line Manager will ensure you have all the appropriate and up-to-date information you need to fulfil your role. By providing you with supervision, it will enable us to promote the overall aims of Haven House by enabling and supporting your in achieving your personal goals.

#### **General Requirements**

***To ensure confidentiality, privacy dignity, respect, rights of staff, service users and volunteers.***

This role description is not a definitive or an exhaustive list of responsibilities but identifies the key responsibilities and tasks.

#### **Equal Opportunities**

Haven House is committed to Equal Opportunities in employment and the services it provides. Therefore it is our aim to ensure that no applicant, employee or volunteer should receive less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, and nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

Haven House is responsible under the existing equality and diversity legislation to ensure equality issues are promoted and you are expected to work with Haven House to fulfil these obligations, policies and codes of good practice. Volunteers must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, volunteers, patients and visitors.

Author: Volunteer Development Manager

Implementation Date: April 2016

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Approved by: CEO

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