



Guidelines for Retail Volunteer

Volunteers are an important part of our service and we would be unable to offer the range of services we do without their support, for which we are very grateful. There are volunteers in all areas of Weldmar and we have written some guidelines of our expectations of those volunteers whose work involves direct contact with the public.

The guidelines reflect the values of the charity so we can work together as a team. In the future, to meet expected demand, we need staff and volunteers to be as flexible as possible in what they offer. Please discuss these guidelines with your retail manager.

PURPOSE OF ROLE

1. Aim

The aim of the retail volunteer is to support the retail manager in generating maximum possible income from the sale of donated goods. This could include unpacking, pricing, sorting, selling and promoting, as well as providing good customer service.

2. Responsibilities and Boundaries

It is important that volunteers maintain appropriate boundaries in relationships with the public and fellow colleagues. Boundaries define the limits of behaviour; boundaries are based on trust and respect; volunteers must guard against breaches of confidentiality by protecting information from improper disclosure at all times.

Relevant Weldmar Policies and Guidelines are available from your retail manager or People Services Department.

EXPECTATIONS

1. Ambassador for Weldmar

All staff and volunteers are ambassadors for the charity seen as working for the charity. We rely on you to positively promote the reputation of the organisation at all times.

2. Equality and Diversity

Weldmar Hospicecare recognises and respects the uniqueness and difference of each individual and is committed to equality in all areas of employment, volunteering and service delivery.

3. Confidentiality

The charity considers the upholding of confidentiality by its staff and volunteers to be of prime importance. Any breach could lead to cessation of their voluntary services.

4. Raising Concerns

We encourage feedback, positive or negative, from the public, which in turn helps us improve and develop the charity.

Volunteers with a compliment, complaint or suggestion for development are encouraged to discuss this with their retail manager in the first instance.

Alternatively, complete a Reflections leaflet, or contact a member of the Volunteers' Group. Verbal or written complaints must be addressed to the Chief Executive in line with the Complaints Policy.

5. Qualifications (if necessary)

None required.

6. Skills and Experience

- Relevant previous experience of working with people and/or groups
- Good interpersonal skills
- Good understanding of and adherence to health and safety issues
- Ability to make people feel welcome
- Non-judgemental attitude and ability to embrace equality and respect diversity
- Ability to respond appropriately to a range of emotions including for example distress and anger
- Reliable and trustworthy
- Ability to work within the boundaries of these guidelines
- Ability to work as part of a team, and under the direction of a member of staff
- Ability to assess and manage any risks that may occur
- Ability to be calm
- Flexible to help in other areas during busy times

7. Training Required (given by the charity)

- Safeguarding Awareness
- Fire Awareness
- Risk Reporting
- Confidentiality & Boundaries
- Moving & Handling Level 1
- Infection Prevention

Health & Safety to include:

- General Overview
- Equipment & Electricals
- Emergency Procedures

Role specific training, ie. till operation, shop floor standards, gift aid, customer service

8. Risk Assessment

Refer to the *Health, Safety and Welfare, Information for Volunteers* booklet which your retail manager can provide.

9. Personal Commitment

To regularly commit to a rota which will accommodate your preferences and availability. We do sometimes require additional help to fill gaps on the rota.

We appreciate personal circumstances could change and if you find you are unable to support us as originally intended, please let us know as soon as possible so we can find a replacement to cover your input.

Please notify your retail manager without delay and with as much notice as possible of planned holiday or sickness prior to your expected absence so that we can arrange cover if necessary. If you are or have recently suffered from vomiting or diarrhoea, you must exclude yourself for 48 hours after the cessation of any un-medicated symptoms.

Please notify your retail manager of any change in your own physical or mental wellbeing or health that might impact on your ability to undertake this volunteer role.

There will be a 'settling in' period, after which your retail manager will catch up with you to ensure everything is going well.

There may be occasion when we might call on you to help in other areas during busy times, and we appreciate this will be dependent on your availability at that time.

10. Main Contact

Retail Manager

Shop or Outlet

Tel Number

Emergency Contact Reception at Joseph Weld Hospice 01305 215300

Volunteer Name (please print)

Signed by Volunteer Date

Signed by Retail Manager Date

Appendix

ROLE SPECIFIC TASKS

On arrival please report to the retail manager or designated person.

We operate two shifts, but this can be flexible:

9.00am to 1.00pm

1.00pm to 5.00pm

Volunteers normally work one shift but can do more if you wish. We do ask that you arrive five or ten minutes before your shift begins as this helps with the efficient running of the site.

Our volunteers do a valuable job which we depend upon. If, therefore, you know that you will not be able to come in at your rostered time, please let the retail manager know as early as possible to enable us to find a replacement.

The retail manager will designate job roles and provide as much variety and interest as possible. The main work in our retail sites covers:

- Customer service
- Cash desk duties
- Topping up rails and fixtures
- Keeping rails / shelves well presented
- Unpacking donated items in the stockroom
- Steaming
- Cleaning

All these duties are important to the running of the site, and we ask everyone to participate in all of the general cleaning, dusting, hoovering, etc. By covering all of the above duties, everyone becomes familiar with stock content and its location and can help deal with customer service and enquiries.

Refer to the *Welcome and Guidelines for Shop Volunteers* leaflet for more information.

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