

## VOLUNTEER ROLE DESCRIPTION

### HOSPICE – Facilities

Handyman

### ORGANISATION DESCRIPTION

Demelza Hospice Care for Children is a registered charity which provides support for families who have a child with a life limiting or life threatening condition. Demelza has hospices in Kent and South-East London and has a community team of nurses in East Sussex. Our volunteers carry out a vital role supporting staff in every area of the organisation. Help Demelza support those who may not live a long life to live a full life.

### ROLE – DUTIES - RESPONSIBILITIES

Volunteers will assist staff/volunteers undertaking various tasks, including:-

- ◆ Performing repair or general maintenance tasks around the buildings and site including electrical, carpentry, plumbing, masonry, glazier, and painting and decorating tasks
- ◆ Repairing and treating structures such as showers, floors, sinks, walls, carpets and guttering
- ◆ Performing minor repairs, troubleshooting, and adjustment of locks on cabinets, locks, closets, desks
- ◆ Repairing door hinges, cleaning plugged key slots, changing filters on ventilating, heating, and air conditioning units
- ◆ Moving and assisting in transportation/re-location of furniture and equipment
- ◆ Assist in the maintenance of all types of work tools and equipment to ensure fit for purpose

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| Dress Code: | Sweatshirt, jeans/overalls, sturdy protective boots and suitable gloves |
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| Reporting To: | Facilities Manager |
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### SKILLS and QUALITIES

You will need to be able to:-

- ◆ Demonstrate a good level of fitness as the tasks involve lifting, carrying and moving equipment and furniture
- ◆ Use efficiently various power and hand tools
- ◆ Be reliable and have a flexible approach to tasks allocated
- ◆ Follow oral or written instructions
- ◆ Work independently with minimum supervision and establish co-operative, collaborative relationships.
- ◆ Communicate sensitively, politely and clearly to the children, families and visitors of Demelza House, respecting confidentiality at all times
- ◆ Show awareness and comply with all aspects of Health and Safety in your assigned areas/ environments

Optional -

### TIME COMMITMENT

Specific times will be as agreed with allocated point of contact.

- ◆ Volunteers should be prepared to make a regular commitment to suit personal availability

### LOCATION

You will be based at:-

- ◆ Demelza House, Sittingbourne

Or

- ◆ South East London

## BENEFITS OF VOLUNTEERING FOR DEMELZA

What will you gain by volunteering for Demelza?

- ◆ Enjoyment of meeting a variety of new people
- ◆ Gain new skills and experiences
- ◆ Opportunity for others to learn and benefit from your skills and experiences
- ◆ A huge sense of satisfaction in knowing you are helping others and making a difference
- ◆ Acknowledgement that Demelza would not be able to offer the services and care to families without the commitment of volunteers

## TRAINING & SUPPORT

You will be given full 'on the job' induction training plus a generic Hospice Volunteer Handbook. You will need to read through the Handbook which covers mandatory training such as Moving & Handling, Fire Training, Data Protection and Safeguarding, etc. Specific, specialist training will be provided where appropriate/relevant to the area you will be assigned to.

We hope that you will find our staff and volunteers friendly and approachable, and grateful for any assistance you can give.

## RECRUITMENT PROCESS

Please obtain and complete the Volunteer Application form which is available from:-

- ◆ Download from our website – [www.demelza.org.uk](http://www.demelza.org.uk)
- ◆ Contact us directly by e-mail – [volunteering@demelza.org.uk](mailto:volunteering@demelza.org.uk)
- ◆ Telephone our main switchboard at Demelza Kent – **01795 845200**
- ◆ Call in at one of our shops near you

When completed, send to Voluntary Services Dept., Demelza Kent, Rook Lane, Bobbing, Sittingbourne, Kent, ME9 8DZ.

Applicants will be invited to attend for an informal chat and if successful will be invited to join our team, after completion of two references and DBS (Disclosure & Baring Service) check [if applicable].

## OTHER INFORMATION

Some volunteering opportunities at Demelza Hospice Care for Children will require an enhanced Disclosure check by the DBS – this does not mean that you cannot volunteer for us if you have a previous conviction. Demelza Hospice Care for Children conforms to all aspects of the Rehabilitation of Offenders Act 1974.

Volunteers must participate in occasional training/information sessions and respect the policies of Demelza Hospice Care for Children. Where applicable Volunteers must be prepared to undertake regular updating of Mandatory training as and when required.

Demelza Hospice Care for Children operates a non-smoking policy throughout all its buildings and shops.

## CONTACT US

For an informal discussion with no obligation - please telephone the following number:-  
Demelza Kent – **01795 845200**

***Thank you for choosing to give your valuable time to Demelza Hospice Care for Children***