

VOLUNTEER ROLE DESCRIPTION

TRADING – Trading Hub, Maidstone

Van Driver

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:-

- ◆ Collecting and delivering donated goods (including furniture)
- ◆ Load and unload bulky and heavy goods items and other packages
- ◆ Meeting and thanking supporters of Demelza Hospice Care for Children
- ◆ Trips to the local recycling centre and unloading unwanted items in the correct areas
- ◆ General maintenance of vehicles/vans – ensuring road worthiness – ie checking tyre pressures, filling up with petrol, checking water levels, clear windscreen/windows etc
- ◆ Other Driving situations as may be required, including being available at short notice.

Dress Code:	Practical, sensible clothing, eg jeans and sweatshirt, sturdy shoes, work gloves
Reporting To:	Stock Distribution Manager

SKILLS and QUALITIES

You will need to be able to:-

- ◆ Be flexible and adaptable
- ◆ Demonstrate good people skills
- ◆ Keep to schedules/deadlines and ensure appointments are met
- ◆ Be reliable and dependable
- ◆ Demonstrate physical fitness with good stamina; have good eye-hand and upper-body co-ordination - lifting, carrying and moving is involved
- ◆ Show competency in navigation/map-reading and following directions
- ◆ Respect the confidentiality of information about customers which is personal, private or sensitive
- ◆ Operate as part of a team and give instructions to 'Driver's Mate'
- ◆ Be confident in functioning on your own
- ◆ Comply with Health and Safety regulations at all times

And to have:

- ◆ A current, clean driving licence

Optional -

- ◆ A willingness to undertake training as appropriate/necessary

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 within the daily times of 8.00 am – 5.00 pm

LOCATION

You will be based at:-

- ◆ Distribution Centre at the Trading Hub, Maidstone

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
- ◆ Contact us directly by e-mail – 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