West London NHS Trust

Delivery Volunteer

Would you like to make a positive difference by helping our new volunteers feel welcomed and supported in their role?

At West London NHS Trust we value the contributions our volunteers make in supporting our services, staff and local communities. We are looking for reliable and friendly volunteers to help deliver our volunteer uniforms to people who have been confirmed or appointed to volunteer roles within the Trust. Our volunteer uniforms form an important part of our volunteering brand, making volunteers instantly visible of help and represent the bold difference they make to our healthcare.

Using your own suitable means of transportation, you will collect our uniforms and ID badges from the Trust Headquarters and deliver them directly to the volunteers homes. Your contribution will help ensure the volunteers receive the items they need to get started in their roles as they go on to support outstanding patient care.

This is an ideal opportunity with flexible and adhoc tasks for someone who enjoys driving or riding, is organised and reliable and would like to support the work of the Trust in a practical way.

To be successful for the role, the following is required:

- A completed volunteering application form
- An informal volunteering interview
- x2 references
- A valid driving license (if using a vehicle with a licence) and access to suitable and reliable transport

What does the role involve?

- Using your own suitable means of reliable transportation (this can be a car or a bicycle) to carry out adhoc deliveries.
- Collecting volunteer T-shirts and identification badges from the Trust headquarters as arranged with the Volunteer Services team.
- Delivering the correct items to local volunteers who have been confirmed or appointed to roles within the Trust.
- Communicating politely and professionally when arriving for deliveries.
- Handling and keeping volunteer items secure until they have been delivered.
- Informing the Volunteer Services team when deliveries have been completed or if any difficulties arise.
- Maintaining confidentiality and handling personal information, including volunteer names and addresses, appropriately and securely.

- An expected time commitment on an **as-needed basis**, depending on the numbers of volunteers requiring uniform and badges deliveries
- Following relevant Trust policies and procedures, including Health and Safety, Safeguarding, Equality and Diversity, Data Protection, Confidentiality and Driving on Business.
- Supporting the Trust's commitment to Togetherness, Responsibility, Excellence and Caring through a helpful and dependable approach.

Exclusions:

Volunteers are not expected to be involved in the following:

- Carrying out duties beyond the agreed scope of the delivery role.

What skills and qualities do you need?

West London NHS Trust is committed to equal opportunities and welcomes applications from all sections of the community.

- A valid driving license and own vehicle or access to other suitable means of transport such as a bicycle for local deliveries.
- Good and organisational skills and the ability to plan deliveries efficiently
- Reliability, punctuality and a responsible approach to volunteering.
- Good communication and interpersonal skills.
- A friendly, respectful and professional manner when interacting with volunteers.
- The ability to follow instructions and maintain accurate delivery records where required.
- An understanding of the importance of confidentiality and data protection.
- The ability to work independently while maintaining communication with the Volunteer Services team.
- A willingness to follow Trust policies, procedures and core values.
- Have good interpersonal skills and a compelling relationship builder
- Committed to uphold Trust core values (**Togetherness, Responsibility, Excellence, Caring**) and NHS policies

What we can offer you

- A full induction, training or brief to your role
- On-going support and guidance from a member of staff
- The opportunity to develop your personal and professional skills
- The satisfaction of helping new volunteers feel welcomed and ready to begin their volunteering journey

- The opportunity to get involved in other areas of The Trust's work, including NHS careers
- Reimbursement of reasonable expenses

Time commitment

This is an adhoc role as and when local delivery opportunities come about.

The **general** time options activities could occur (these are not specific scheduled shifts)

	Morning	Afternoon	Evenings	Nights
Monday	x	x		
Tuesday	x	x		
Wednesday	x	x		
Thursday	x	x		
Friday	x	x		
Saturday				
Sunday				

Number of volunteers needed

We will need 2 volunteer for this role



'West London NHS Trust is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.'