

Retail and Trading van driver's mate volunteer role profile



Location:	Start and finish at Bainbridge House, Berkhamsted, HP4 1EH. The vans travel across our whole nursing area, visiting all our shops.
Time commitment:	Once a week, either a morning or afternoon shift for approximately 4 hours.

Rennie Grove Peace Hospice Care (RGP) vision

We will support people of all ages who are affected by a progressive life-limiting illness, and those who care for them, to live as well as possible by providing choice and ease of access to a wide range of palliative care and bereavement services across west Hertfordshire and Buckinghamshire.

Purpose of this role

The van drivers and their mates are a key element of our Retail and Trading operation. They ensure that both new and donated items are moved between our shops, Ecommerce centre and R&T hub to ensure that we maximise the income we can generate for the benefit of our patients and their families. They provide key support to our fast-moving retail environment, where no two days are the same.

Main tasks

- Accompanying the van driver on the van run, helping to load, unload and handle donated and new clothes and items in bags and boxes between our distribution centre, shops and offices

What are we looking for?

- an ability to move and handle heavy boxes and bags around the distribution centre and our shops and in and out of the delivery vehicle
- someone who is personable and polite as in this role you will be representing Rennie Grove Peace in the community
- someone who is sociable and will enjoy engaging with our retail teams, both staff and fellow volunteers

Training and support

- there will be a named line manager who will provide ongoing support
- there will be some mandatory training that you will need to complete at the start of your volunteering with us and then periodically afterwards as refresher training
- your line manager will organise training specific to your role

What you need to know

- you will complete a volunteer application form and we will need to see a form of ID before you get started
- we welcome everyone and will make reasonable adjustments should they be needed
- we will pay reasonable expenses incurred, should you wish to claim them
- we rely on the commitment of our volunteers to support our services; however we understand that you may sometimes need to take a break from your volunteering. When you are ready to return, your line manager will meet with you to talk about the role and make sure it is still right for you and may ask you to complete some refresher training.

For more information please contact the volunteering team on 01727 731020 (Grove House, St Albans), or 01923 330330 (Peace Hospice, Watford),

volunteers@renniegrovepeace.org