

## Guidelines for Retail Volunteers

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, Volunteer Handbook, and Health, Safety & Welfare Information for Volunteers 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.

In our endeavour to celebrate the contribution made by volunteers at Weldmar Hospicecare, please be aware photos may be taken at various times throughout your volunteering with us which may be used online or in printed materials. As signing up as a volunteer, you are confirming that you agree to this however if you wish to discuss this further, please contact Caroline Munslow, Volunteer Services Adviser on 01305 756930.

#### **2. Equality, Diversity and Inclusion**

The charity recognises and respects the difference of each individual. It is committed to equality in all areas of employment, volunteering and service delivery. The charity promotes inclusion by creating environments in which any individual or group are welcomed, respected, supported and valued.

### **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 Volunteer Forum. 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 on Induction)**

- Safeguarding Adults
- Fire Awareness
- Risk Reporting
- Equality, Diversity and Inclusion
- 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. Some roles may require Moving & Handling Level 2.

**8. Risk Assessment**

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

The charity will undertake Disclosure & Barring Service (DBS) checks for all volunteers working in four nominated retail sites where the minimum age to volunteer is 14 years:

- Dorchester                      Sherborne
- Lyme Regis                      St Thomas Street

The charity will also undertake DBS checks on volunteer van drivers, and volunteers who accompany paid van drivers on collections and deliveries in the community.

**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 Inpatient Unit                      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
- Work in the van with a driver

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.

\*Cash desk duties - Full training will be given, however, some volunteers may not wish to operate the till.

A no smoking policy operates in all of our shops.

Please see "Retail Volunteers Induction" booklet for full details on associated tasks

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