

Guidelines for Online Shop Volunteer

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 line manager.

PURPOSE OF ROLE

1. Aim

The aim of an Online Shop Volunteer is to support the Online Shop Manager in generating maximum possible income from the sale of donated goods.

Weldmar's eBay platform is very successful, making £8,000 to £10,000 each and every month for the charity. It generates 800 to 1,000 items ready for listing, and handles 100 parcels a week, with collections every day.

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 line 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 Lead 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 line 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

- Technical knowledge and basic internet skills
- Research skills
- 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 Level 1 | • Confidentiality & Boundaries |
| • Fire Awareness | • Moving & Handling Level 1 |
| • Risk Reporting | • Infection Prevention |
| • Equality, Diversity and Inclusion | • Information Governance |

Health & Safety to include:

- General Overview
- Equipment & Electricals
- Emergency Procedures

Role specific training at site regarding Weldmar's online shop operation.

8. Risk Assessment

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

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 line 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 line 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 line 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

Online Shop Manager Robert Shepherd

Online Shop Operation Site Unit 11/12 Oxford Court, Granby Industrial Estate,
Weymouth, DT4 9GH

Tel Number 01305 770760 or 07917 978042

Emergency Contact Reception at Inpatient Unit 01305 215300

Volunteer Name (please print)

Signed by Volunteer Date

Signed by Online Shop Manager Date

Appendix

ROLE SPECIFIC TASKS

Weldmar's online shop operation is based upstairs at our Weymouth Outlet on the Granby Industrial Estate. There is plenty of free parking outside, and the No. 8 bus route takes 15 minutes direct from the town centre, otherwise you can take two buses to reach us easily.

The online shop operation is staffed from Monday to Friday during office hours. The commitment from volunteers is flexible, however a minimum of 3 solid hours a week is desirable.

We operate two shifts and volunteers normally work one shift but can do more if you wish.

9.00am to 12.00pm

1.00pm to 4.00pm

We do ask that you arrive five or ten minutes before your shift begins as this helps with the efficient running of the site.

We offer a combination of volunteering, either as part of a team, or within your own area of specialism.

We are fortunate to have a large amount of stock to sell, with vintage clothing, metal wear, technology and porcelain being the most popular.

Volunteering within the team, you will be asked to come in, grab a box of goodies, and realise how much money we can generate from them.

Using the eBay website or app, you will research a product to determine how often it sells and how much money it will generate. There is no cash involved.

Weldmar provides a computer and smart phone for your use, so technical knowledge and basic internet skills are required.

We have three photo areas with good lighting. Using the smart phone you will take a small series of clean smart photos ready for upload.

Over time, there is potential to develop the Online Shop Volunteer role into assisting with packing and posting which requires specific skills.

Author: Caroline Munslow
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Authorised By: Gavin Anderson-Terry
Title: Director of Retail

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