



Being there for *you*
and *your family*

Role Description

ROLE TITLE:	Shop Volunteer
REPORTS TO:	Shop manager/Deputy shop manager
HOURS OF WORK:	Variable, to be arranged with Shop Manager
BASE:	LOROS Shop

Impact Statement

LOROS shops generate a huge amount of income from the sale of donations. The shop volunteers ensure our shops are able to stay open and maximise profits for Hospice care.

Summary of Volunteer Role

To assist in the profitable running of LOROS shops, to support Shop management and deliver excellent customer service.

Key Volunteer Duties

- Operating the till
- Serving customers
- Promoting gift aid
- Receiving and sorting donations
- Steam cleaning clothes and other goods
- Maintaining a tidy and organised shop

Essential Requirements

- Basic IT skill
- There will be some lifting and moving items of varying weights, size and shape.

Personal Qualities to fulfil role

- Friendly
- Flexible
- Reliable
- Work as part of a team
- Good attention to detail

Learning and Development required to fulfil role

Mandatory Training (Annual):

- Fire Safety Awareness
- Health and Safety
- Equality and Diversity
- Safeguarding
- Data security (including confidentiality)
- PREVENT training
- Infection prevention

Compliance Training

- None

Role specific Off the job training

- None

On the job training carried out by the manager, volunteer buddy or volunteer co-ordinator

- Induction
- Shop specific training on retail processes
- Financial processes
- Using the till
- Fire evacuation and emergencies

General guidelines for volunteers:

1. All volunteers are subject to:
 - Equal Opportunities Legislation,
 - The Data Protection Act
 - The Health and Safety at Work Act 1974.
 - LOROS Safeguarding Procedures
 - LOROS Confidentiality Policy.
2. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see Our values and behaviours below).
3. All volunteers will receive a handbook which outlines key information.
4. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by their manager.



Our vision and mission

Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leukaemia, Lymphoma & Blood

Being there for you
and your family



Our values and behaviours

- 
Professional
 Showing respect to patients and families, as well as members of our community, staff and volunteers.
- 
Focused
 On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.
- 
Collaborative
 Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.
- 
Compassionate
 Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.
- 
Trustworthy
 Be honest, reliable and consistent, showing respect and dignity in everything that we do.
- 
Accountable
 To our patients, their families, our community, staff, volunteers and external organisations/bodies.

loros.co.uk

Registered Charity No: 506120

LOROS

Single Care for Leukaemia, Lymphoma & Blood

Being there for you
and your family

LOROS KEY FACTS

SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



>2,500

No. of individuals receiving patient care from LOROS per year



Of whom **665**

admitted to Inpatient Ward



31

beds in Inpatient Ward



343

employees

1,500

regular volunteers



Average length of stay **14 days**



£560

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, dietitians and dentistry.

Cost per hour of running the charity



£8.2M

Expenditure on patient care per year

£6.0M

Minimum amount of Income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

2,165

participants in LOROS educational activities per year



24,950

LOROS Lottery numbers



29

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you and your family