LOROS

Hospice Care for Leicester, Leicestershire & Rutland

*Being there for you
and your family*

Role Description

ROLE TITLE: Warehouse Donation volunteer

REPORTS TO: Warehouse Manager

HOURS OF WORK: Flexible shifts, during opening times which are from Monday to Saturday 9.00 am to 5.00 pm.

BASE: 1 Station Road, Glenfield Leicester. LE3 8BT or 56 Pullman Road Wigston LE18 2DB

Impact Statement
LOROS shops generate a huge amount of income from the sale of donations. The Warehouse Donations volunteer is part of a team who make sure there is a consistent supply of goods for every shop directing specialist items to the specialist shops.

Summary of Volunteer Role
This role comprises two parts: the customer facing element in the donation room and the back office element in the warehouse where donations are sorted for sale.

1. **Key customer facing Volunteer Duties include:**
   - Operating the till to print gift aid labels
   - Signing new people up to Gift aid on the till
   - Receiving donations and helping customers
   - Advising customers with any queries about donations

2. **Key Volunteer Duties in the warehouse include:**
   - Sorting donations
   - Placing donations in different areas for different shops
   - Ensuring specialist or high value items are placed in the correct locations
   - Ensuring gift aid stock is labelled

Essential Requirements
- Basic IT skills for customer facing role
- 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 quality and Diversity
- Safeguarding
- Data security (including confidentiality)
- PREVENT training
- Infection prevention

Compliance Training
- None

Role specific Off the job training
- Lifting and handling

On the job training carried out by the manager, volunteer buddy or volunteer co-ordinator
- Induction
- Shop specific training relating to the till
- Finance processes
- Warehouse processes
- 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
Hospice Care for Leicester, Leicestershire & Rutland

loros.co.uk
Registered Charity No: 506120

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.

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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, doctors and chaplaincy.

Cost **per hour** of running the charity

£932

£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.

31%
Portion of expenditure covered by NHS

90%
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.

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