



## Volunteer Van Driver Assistant



St Gemma's Hospice currently has 24 shops as well as our busy Retail Hub, which includes the warehouse and e-commerce department. Stock is sorted and distributed from our warehouse, as well as being donated across our shops. We currently collect furniture and larger donations from the public which is sold at our dedicated furniture shops. Our Volunteer Warehouse Assistants are instrumental to the process as the more stock we can sort, the more we have to sell and raise money to support patients and their families.

<p>Organisation Overview</p>	<p>St Gemma's Hospice is one of the largest hospices in the UK. The Hospice provides expert palliative and end of life care for thousands of people in Leeds each year across our community, in-patient and day services. It is a prominent and respected charity at the heart of the local community.</p>
<p>Location of Position</p>	<p>St Gemma's Hospice, Retail Hub, 54 Waterloo Lane, Bramley, LS13 2EL</p>
<p>Description of the tasks</p>	<p>Our Volunteer Van Driver Assistants support the Drivers to delivery and pick up stock from shops and customer homes. Tasks will include:</p> <ul style="list-style-type: none"> <li>• Meet the Van Driver at the Warehouse in Bramley</li> <li>• Support the Van Driver to load all items onto the van ready for distribution</li> <li>• Visit St Gemma's shops across Leeds delivering/picking up stock including furniture items</li> <li>• Talking to shop staff about items to return to the warehouse</li> <li>• Visiting customer homes to pick up pre-booked items including furniture</li> <li>• Bringing all stock back to the warehouse and unloading</li> <li>• Keeping the Van clean and tidy</li> <li>• Adhering to health and safety regulations</li> </ul>
<p>Skills and Qualification</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Excellent customer service skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to work as part of a team</li> <li>• A good level of physical fitness</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Good knowledge of Leeds</li> </ul>
St Gemma's Values & Behaviours	St Gemma's has a set of values and behaviours to improve the experience for our patients, staff & volunteers. This means that in undertaking this role you are expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values of <b>Caring, Aspiring &amp; Professional</b> .
Training and Support	<ul style="list-style-type: none"> <li>• On-going training provided by our retail &amp; warehouse staff including Health &amp; Safety</li> <li>• All volunteers attend our Hospice induction program (currently via zoom)</li> </ul>
Reimbursement of expenses	All St Gemma's Hospice volunteers have the option of whether they would like to claim lunch OR travel expenses to and from home (not both) after four hours or more of help. Further details can be provided on request.
Benefits to the volunteer	By volunteering with St Gemma's Hospice you will: <ul style="list-style-type: none"> <li>• Be part of a fantastic team of volunteers, at the forefront of charity retail</li> <li>• Have the opportunity to use your skills to complement &amp; influence the work of the Hospice to make a difference to people during a difficult time.</li> <li>• Support from a named supervisor</li> <li>• Volunteer e-news keeping you up to date with hospice information</li> <li>• Regular volunteer events to share ideas and socialise with volunteers and staff.</li> </ul>
Application procedure	Please fill in the application form via our website <a href="https://st-gemma.co.uk/jobs">St Gemma's Jobs   Join Our Team - St Gemma's Hospice (st-gemma.co.uk)</a> or if you require assistance to fill in your application form please contact the Volunteers Co-coordinator <a href="mailto:charlotte.hagerty@st-gemma.co.uk">charlotte.hagerty@st-gemma.co.uk</a> or call 0113 2185193.
Contact information	To discuss this opportunity in greater detail please call Jason Maciag, Warehouse Manager on 0113 255 7552 or email <a href="mailto:Jason.Maciag@st-gemma.co.uk">Jason.Maciag@st-gemma.co.uk</a>