



Cornwall Hospice Care

Caring for our community

Mount Edgcumbe Hospice

St. Julia's Hospice

Registered Charity No. 1113140

Furniture Shop Volunteer: Role Profile

Our shops

Cornwall Hospice Care has a number furniture shops selling new and donated goods and homeware. To run efficiently and successfully they require the help and support of a team of volunteers. The volunteers work closely with the shop manager, helping with a wide range of activities.

Your role

- Serving customers and dealing with queries
- Helping on the till
- Promoting Cornwall Hospice Care Lottery
- Processing Gift Aid
- Preparing and pricing new and donated goods
- Assisting with deliveries from our warehouse
- Helping to create furniture displays
- Could entail carpentry, electrical or computer work
- Keeping the shop and store room clean and tidy

Your qualities

Your need no special retail experience for volunteer furniture shop work but the following qualities are important:

- Reliability and punctuality
- The ability to lift and move heavy furniture
- The capacity to work as part of a team in the shop
- Knowing how to provide a good quality and friendly service to customers
- A readiness to undertake relevant training
- An ability to undertake tasks as set by the shop manager
- An interest in helping to raise money for Cornwall Hospice Care

How we work together

Volunteers are a valued and vital part of Cornwall Hospice Care.

What volunteers can expect from CHC

- To be valued and treated with respect
- To receive the appropriate induction and training
- To be supported in the role, with a clear explanation of what it involves
- To have adequate supervision in the role
- To have access to information to enable them to perform their duties
- To be able to decide at any time to end their CHC involvement
- To have safe working conditions
- To be reimbursed for reasonable out of pocket expenses
- To be appropriately covered by insurance
- To develop and grow within the voluntary job

What CHC expects from volunteers

- To perform tasks reliably and with flexibility
- To work within CHC's aims and objectives
- To attend training and volunteer meetings when required and where possible
- To accept support and supervision to enable performance of the duties
- To respect and maintain confidentiality at all times
- To demonstrate a commitment to the philosophy of Cornwall Hospice Care