

## Shop Volunteer: Role profile

### Our shops

Cornwall Hospice Care has more than two dozen shops across the county selling new and donated goods. 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 may include

- Serving customers and dealing with queries
- Helping on the till
- Promoting Cornwall Hospice Care Lottery
- Processing Gift Aid
- Sorting donated goods
- Pricing, sizing and cleaning items
- Arranging stock on the shop floor
- Helping to create displays
- Keeping the shop and store room clean and tidy

### Your qualities

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

- Reliability and punctuality
- The ability 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