



## Book Sorter: Role profile

<b>Title</b>	Book Sorter
<b>Reporting to</b>	e-Bay Manager
<b>Location</b>	Daniels Lane
<b>Hours</b>	Flexible

### Our Vision

Is for all people living with terminal illness in Cornwall to be able to access the care and support they may need at the time and in the place that is right for them and their families

### Our Mission

We aspire to deliver the highest possible quality care and support to our patients and their families. We will strive to develop and secure the resources necessary to achieve this, now and in the future

### We aim to....

**Care** by delivering the highest quality, holistic, compassionate and individualised care to people in Cornwall

**Value** everyone, behaving with honesty and integrity and unlocking the potential of staff and volunteers so they can deliver a high standard of care, ethically generate funds and support the patients, families, friends and carers who rely on us

**Listen** carefully to what patients, families and professionals are telling us about the services we provide

**Communicate** in a timely and transparent manner with both internal and external audiences, ensuring we engage, consult and inform everyone in Cornwall and beyond of what we are doing and why

**Collaborate** working in partnership with other to broaden our scope and deliver services to those who are hard to reach

**Innovate** by encouraging creativity and development of ideas to ensure we are as efficient and effective as we can be in everything we do

### Our bookselling

As part of its vital fundraising effort Cornwall Hospice Care sells donated books and other literature in its shops and online.

### Your role may include:

- Working with and supporting the eBay Team
- Check condition of books to ensure items are saleable
- Using software packages to list items on database
- Sorting and pricing goods for sale in hospice shops

## **Your qualities**

To work as volunteer book sorter you need to be computer literate, with a good knowledge of the Internet, and be interested in books. The following qualities are also important:

- Reliability and punctuality
- The ability to work as part of a team
- Methodical approach to tasks as set by the e-Bay Manager
- A readiness to undertake relevant training
- Accuracy
- 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.

- 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