



Volunteer Role Description

Role Title	Community Volunteer
Responsible to	Community Development Fundraiser
Supported by	Fundraising Department Staff

St Leonard's Hospice provides care and support for local people with life-limiting illnesses. The Fundraising Department is located in The Stables, and plays a vital role in generating income for St Leonard's which makes hospice care possible. Fundraising raises money through events and also by working with companies and organisations in the local community, such as schools and colleges. As a volunteer for the Community Development Fundraiser, you will provide support to the team through general administrative duties which include (but not exclusively) the following

- Assisting with management of Collecting Boxes,
- Management of the Equipment Log,
- Answering the telephone giving basic information and taking messages
- Greeting Visitors to the Fundraising Office
- Researching Future Community Prospects

When am I needed?

Volunteers are requested to commit to one session per week. The session(s) can be any time during the week (9:00 – 16:00 Mon - Fri) and ideally be arranged around the times that other volunteers & staff work due to the limited number of PC terminals. Training, coaching, and ongoing support will be provided in order to build and develop existing skills that you may already have.

It is hoped that the volunteer will commit to volunteering over a long-term. It is possible to volunteer over a shorter period (for example, an academic term) if the sessions worked are frequent e.g. several days per week.

What will I be doing?

Tasks could include:-

- Photocopying, scanning, and filing
- Creating certificates and drafting thank you letters
- Using email and telephone
- Management of Collecting Boxes
- Management of the Equipment Log
- Answering the telephone - giving basic information (through a Frequently Asked Question) and taking messages
- Greeting Visitors to the Fundraising Office and dealing with enquiries
- Receipting income
- Researching Future Community Prospects and then following up by either telephoning and emailing
- Receiving Cheques from supports
- Attending and helping on a stall at a Community Event
- Giving a verbal thankyou
- Give a talk / presentation to a community group
- Sourcing Raffle prizes for events

What skills and qualities will I need?

- Be accurate and have good attention to detail
- Have the confidence to work on PC-based tasks (experience with specific software or applications is not necessary)
- Some familiarity with Microsoft Office would be helpful but full training will be given
- Have a good understanding of personal and professional boundaries
- Be discreet due to the confidential nature of the information being handled
- Confident telephone manner
- Confident speaker

How will I benefit from being a Corporate & Community Volunteer?

- Be a part of a small, friendly and inclusive team
- Be valued and respected
- Gain full training and support in IT skills
- Be able to evidence your IT skills and experience working in an office

Support and Supervision

Community Volunteers report to the Community Development Fundraiser who will provide you with full training and liaise closely with you over all aspects of your role.

Community Development Fundraiser Annie Keogh

01904 777767 or 07778 482930 annie.keogh@stleonardshospice.nhs.uk

The Volunteer Services Department staff will help with your induction and be your point of contact for general enquiries about volunteering.

Volunteers will be required to complete online training and attend in person meetings where appropriate.

For all hospice-based volunteering enquiries please contact the Volunteer Services Office on

01904 777765 or email volunteers@stleonardshospice.nhs.uk

General Note - Static collections

Static collections involve the use of collecting boxes which stay in one place – either on the floor or on counters in places such as shops, pubs, hotels, hospitals and reception areas.

Letters have been created along with the new Collection Pot Policy; a copy will be given to the site owner to keep on the premises. The letters will be printed on headed paper detailing the Hospice address, a copy will be provided for both the Hospice and the 'in aid of' volunteer's signature**

If you are the collector, you must have a letter, letter of authority and badge.

Photographic id badges

If you are the collector, you must show your letter of authority to the site owner or those with authority to grant permission to hold a static collection on the premises.

Photographic id badge to be shown

If you are the collector, you must make it clear to the site owner or those holding a static collection on the premises that if a box is lost or stolen, or if they want to end the collection, they need to contact you

