

Volunteer Role Profile

Distribution Centre – Flexible
Volunteer



St Peter & St James Hospice
Hospice care in the heart of Sussex



Position	Flexible Volunteer
Department	Distribution Centre (DC)

VISION, MISSION AND VALUES

Our Vision

A community where people live and die well according to what matters most to them. Everyone affected by life-limiting illness has access to our expertise.

Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

Our Values

They are at the heart of our organisation and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **Compassion** - We show everyone empathy, kindness and respect.
- **Integrity** - We do the right thing, no matter how challenging.
- **Accountability** - We take responsibility for our actions and outcomes.
- **Excellence** - We strive to be outstanding and aim to exceed expectations.
- **Inclusivity** - We welcome and respect everyone.

ROLE PURPOSE

The Distribution Centre (DC) is the hub for all donations to the hospice. It is a 12,000 sq foot warehouse where we sort all donations and distribute items to our retail shops. We

“Providing the best possible care in the right place and at the right time to everyone who needs us”

also sell stock online via eBay and then package the sold items securely and send them on to the customer from the DC. We pride ourselves in getting the right product in the right place at the right time for the right price.

WHAT WILL I BE DOING?

- **Your role will be flexible based on the tasks prioritised on the day you volunteer. Day to day tasks could include:**
- **Sorting** - sorting through a variety of donated items that are delivered to the DC to be sent to shops. This includes clothing, bric a brac, toys, books and electricals
- **Packaging Logistics** – packing items sold by the charity for safe transit to their destination
- **Warehouse Maintenance** - keeping work areas clean and tidy. Flat packing boxes to follow health and safety guidelines.
- **PAT** (portable appliance testing) of electronic devices. (If interested)
- **Manual Handling** - moving items, e.g. bags and boxes, around the DC.
- **Health and Safety** - working safely within Health and Safety regulations and adhering to manual handling guidelines
- **Teamwork** – working alongside other volunteers to undertake training and to support the retail team

WHAT SKILLS WILL I DEVELOP?

- Communication - working as part of a wider team
- Developing knowledge on notable and high value brands
- Confidence building
- Positive attitude
- Manual handling
- Organisation skills
- Ability to use email/IT
- Warehouse maintenance

WHAT DO I NEED?

- A basic knowledge of items to be sorted for sale according to value/brand

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- A friendly and approachable attitude
- Be self-motivated, committed, and reliable
- Good physical fitness level
- Take direction from your DC supervisor and Retail manager

WHAT ELSE DO I NEED TO KNOW?

- We ask that you volunteer a minimum of 4 hours a week
- Please do not lift any heavy objects that you are not comfortable with
- Demonstrate hospice values
- Please note there is no available direct public transport to the DC

WHAT TRAINING MUST I DO?

- DC training including manual handling and health and safety
- Mandatory training including: Safeguarding, Fire Awareness, Health and Safety, Information Governance, Manual Handling
- Induction Training Day
- Face-to-face training when required in different areas of the warehouse, including sorting clothes, PAT Testing, packing ebay items, sorting books/toys/bric-a-brac
- Attend annual volunteer meeting/event

WHEN WILL I BE NEEDED?

A regular weekly 4-hour shift

The Distribution Centre is open Monday - Friday 9am-4pm

Shifts can be morning - 9.00 am-1 pm or afternoon 12pm -4pm

WHERE WILL I BE VOLUNTEERING?

St Peter and St James Distribution Centre
Albourne Road
Hurstpierpoint
West Sussex
BN6 9ES

WHO WILL BE MY SUPERVISOR?

Distribution Centre Manager

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Registered Charity Number: 1056114