



Charity Shop Volunteer



Organisation Overview	St Gemma's Hospice is a Leeds-based charity providing expert care and support for local people with life-limiting and terminal illnesses. We offer care to patients and their carers in the Hospice's In-Patient Unit, through the St Gemma's community team and via Out-Patients.
Location of Position	Our charity shops are located in Alwoodley, Beeston, Boston Spa, Bramley (shop & warehouse), Chapel Allerton (clothing & furniture), Crossgates, Garforth, Guiseley, Halton, Halton Emporium, Harehills, Horsforth, Hunslet, Meanwood, Merrion Centre, Moortown, Morley, Otley, Pudsey, Street Lane, West Park, Wetherby & Yeadon
Time commitments	Time commitment are flexible between 9am to 5pm, Monday to Saturday and 10am to 4pm in our Merrion Centre shop on a Sunday.
Volunteer tasks	<p>Here's a description of some the tasks you will be involved in. You may prefer to concentrate on one aspect or you might prefer to have variety during your shift.</p> <ul style="list-style-type: none"> • Assisting customers with their choice of goods • Serving on the till • Dealing with queries about the shop and Hospice • Processing Gift Aid donations • Displaying stock on rails and shelves • Helping with window displays • Replenish stock as and when • Keep the shop clean and tidy • Sorting donations brought in by the public and by our van drivers • Hanging, sizing and pricing clothes • Steaming clothes ready for the shop floor • Pricing books, bric-a-brac and accessories • Identifying items for the e-Commerce team

St Gemma's Values & Behaviours	St Gemma's has a set of values and behaviours to improve the experience for our patients, staff & volunteers. This means that in undertaking this role you are expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values of Caring, Aspiring & Professional .
Training and Support	<ul style="list-style-type: none"> You will be provided with a comprehensive training booklet which will be used during the induction process All volunteers are invited to our Hospice induction program (currently via zoom) Your reason for volunteering will influence the training and support you need so our training programs are flexible to each individual
Reimbursement of expenses	If you volunteer for four hours or more in one day, then we can offer expenses for lunch or travel, up to agreed maximum levels
Benefits to the volunteer	<p>By volunteering with St Gemma's Hospice you will:</p> <ul style="list-style-type: none"> Be part of a supportive, social environment Meet friends and get to know people from the local community Support a local charity Share your skills or develop new ones Have an individual training plan with support from the shop manager and team Be invited to join our volunteer thank you events and hear about how your volunteering time supports the Hospice
Application procedure	<p>We want applying for a volunteer role to be as simple as possible. Here's your options:</p> <ul style="list-style-type: none"> You can apply via our website St Gemma's Jobs Join Our Team - St Gemma's Hospice (st-gemma.co.uk) For an informal chat please call into your local shop or call the shop manager St Gemma's Hospice Charity Shops - St Gemma's Hospice (st-gemma.co.uk) If you require assistance to fill in your application form please contact the Volunteers Co-coordinator charlotte.hagerty@st-gemma.co.uk or call 0113 2185193.