

Volunteer Driver's Mate Role Description



Registered Charity No: 295257

Position Title	Volunteer Van Driver's Assistant
Location	Distribution Centre, Letchworth
Department	Distribution Centre
Time Commitment	Weekdays, evenings, and weekends

Role Description	<ul style="list-style-type: none"> • Drivers Assistant to play a key role in assisting a Delivery Driver in providing timely deliveries and collections to customers. • To assist with the smooth running and general maintenance of the ground floor storage area of the Distribution Centre and the movement of stock within the shops as appropriate.
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Key Responsibilities	<p>Volunteers will assist staff/volunteers undertaking various tasks, including:</p> <ul style="list-style-type: none"> ➤ Accompany and assist the driver. ➤ Assisting with collecting/delivering – loading and unloading of donated goods/furniture. ➤ Meeting and thanking supporters of Garden House Hospice Care. ➤ Undertake any other reasonable tasks requested, including working at short notice.
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Skills, Qualities and Experience	<p>Skills</p> <ul style="list-style-type: none"> ➤ Must be reasonably fit and mobile. ➤ Ability to communicate with a diverse range of people. <p>Qualities</p> <ul style="list-style-type: none"> ➤ Good communication and customer care service skills are important to fulfil this role. ➤ Being able to work as part of a team environment and with the public. ➤ Friendly, reliable, and punctual. ➤ Comfortable travelling distances around the area in vehicle provided by the hospice. <p>Experience</p> <ul style="list-style-type: none"> ➤ No previous experience is necessary; however, a good geographical knowledge of the area is helpful.
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Benefits to you	<ul style="list-style-type: none"> ➤ Enjoyment of meeting a variety of new people. ➤ Gain new skills and experiences. ➤ Opportunity for others to learn and benefit from your skills and experiences. ➤ A huge sense of satisfaction in knowing you are helping others and making a difference.
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Training	<ul style="list-style-type: none"> ➤ Induction. ➤ In-role training. Including mandatory moving and handling.
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REWARDING

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Supervising Staff Member	Nicola Chapman Nicola.chapman@ghhospicecare.org.uk
Volunteer Services Team Contact Details	Tel: 01462 679540 option 6 volunteers@ghhospicecare.org.uk

Additional Comments

Our trading company raises much needed funds to keep the hospice running, typically contributing around one-third of the running costs of the hospice per year. By volunteering with our trading team, you are making a direct, important, and necessary contribution to your local hospice.

About Garden House Hospice

Garden House Hospice Care provides a wide range of services for patients, their carers, and families facing a life limiting illness.

Free specialist palliative care is provided for over 500 adults a year living with advanced cancer, motor neurone disease or other life limiting illness in our community of 230,000 people in North Hertfordshire, Stevenage, Royston, and surrounding villages.

Our Values: *We are one team, with a shared vision *We place the patient & carer at the heart of everything we do *We respect everyone *We strive to continually learn and improve *We take pride in delivering a high-quality service *We take inspiration from our community.

Bus Route services to the distribution centre 98 service from Hitchin and 55 from Stevenage stop nearby- about 5 to 10 minutes walk away to LGC stops nearby. Approximately a 20-minute walk from Letchworth GC Railway station and town centre

Thank you for choosing to give your valuable time to Garden House Hospice Care

For more information and an application form, please contact Volunteer Services:

Garden House Hospice Care

Gillison Close, Letchworth Garden City, Herts, SG6 1QU

Telephone : 01462 679540

volunteers@ghhospicecare.org.uk

<https://www.ghhospicecare.org.uk>

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