

Volunteer Role Description



Role Title	Van Buddy Volunteer
Role Location	The Myton Hospices Shops
Role Days/Hours	Varied
Responsible To	Area Manager, across locations

The Myton Hospices – About us

At Myton we believe that everyone matters for every single moment of their life; we focus on enhancing life when cure is no longer an option. We are leaders in compassionate end of life care; our work centres on patient wellbeing and involving them in decisions about their care. Perhaps most importantly we give our patients more quality time with their loved ones. Volunteers play a vital role in the services that we are able to offer – they are highly valued and we just couldn't operate without them!

Our Values:

- ☆ **One Myton**, one team, one goal – delivering holistic care
- ☆ **Professional** in all we do
- ☆ **Respect** and dignity for all
- ☆ **Value** every individual and ourselves

The Volunteering Opportunity – How you can make a difference

The success of any shop, is through excellent retail practices and good customer service. Our shops generate income so that we can continue to provide care, free of charge, to people in our local community; we do this through maximising sales of the goods donated to us and by promoting the activities of Myton to the public. Our volunteers are at the heart of these operations and the services we provide.

Key Duties – What your role could involve

The main tasks involved in volunteering to support our van drivers include:

- ☆ Receiving donated goods and loading them onto our vans to be transported to one of our retail locations.
- ☆ Promoting Gift Aid when collecting donations from the public
- ☆ Delivering and collecting donations across our 23 shops, households and other locations
- ☆ The loading and unloading of Vans of a large variety of items from furniture to clothing and books
- ☆ Supporting at events such as Donation Drive Thrus
- ☆ Generally assisting customers, providing service to the highest standard and being an ambassador for Myton



The time that you give as a volunteer will make a huge difference...



Skills & Qualities – *Will the role suit me? Yes, if you are...*

- ☆ Enthusiastic and cheerful with a positive attitude
- ☆ Passionate about customer service and enjoy interacting with people
- ☆ A team player
- ☆ Good level of fitness to carry out this role which involves manual handling of donations and furniture
- ☆ Reliable, flexible and a good time keeper to meet delivery schedule needs
- ☆ Respectful of others and their diversity
- ☆ Interested in supporting the work of The Myton Hospices

Benefits – *What can Myton offer me as a volunteer?*

- ☆ A chance to develop new skills and experiences to add to your CV
- ☆ An opportunity to contribute to the support we offer our patients and their families
- ☆ A chance to meet new people in your local community
- ☆ Reimbursement of your travel expenses within the boundaries of Coventry & Warwickshire
- ☆ 20% Volunteer Discount on all donated goods in our shops



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