

## **SHOP VOLUNTEER** **JOB DESCRIPTION**

<b>ORGANISATION UNIT</b>	North Haven Hospice Shops
<b>LOCATION</b>	Whangarei CBD or The Centre Waipu
<b>RESPONSIBLE TO:</b>	Retail Manager through the Volunteer Team Leader for day-to-day support
<b>FUNCTIONAL RELATIONSHIPS:</b>	Customers Volunteer Team Leaders Shop Employees and Volunteers
<b>PRIMARY FUNCTIONS OF THE POSITION:</b>	<p>Each year North Haven Hospice raises in excess of \$1 million from the community to supplement government funds for the provision of services to patients and families. Without this income hospice services would be severely curtailed.</p> <p>The hospice shops (Whangarei and Waipu) are an important part of that fundraising effort and at the same time provide a 'face' of hospice in the community.</p> <p>The hospice shops sell only donated goods and are staffed mainly by a volunteer workforce.</p> <p>The shops operate within the provisions of the Consumer Guarantees Act and aim to have a reputation of excellent service and quality merchandise.</p> <p>The Whangarei Hospice Shops support and service the Waipu Hospice Shop.</p>
<b>HOURS OF WORK</b>	<p>The Whangarei Hospice Shop is open: Monday, Tuesday, Wednesday and Friday 9am – 4.30pm Thursday hours 9am – 6pm Saturday 9am – 3.30pm.</p> <p>The Whangarei Processing Centre &amp; Outlet Shop is open: Monday to Friday 9am – 4pm Saturday 9am – 2pm</p> <p>The Waipu Hospice Shop is open: Monday to Friday 9am – 3.30pm Saturday 9am – 1pm Sunday (Summer only) 10am – 1pm</p> <p>On weekdays there are two shifts: the morning shift from 9am – 12.30pm; and the afternoon shift from 12.30 – 4.30pm.</p> <p>On Thursdays at the Whangarei Shop there is an extra shift from 4.30pm.</p> <p>Each volunteer is rostered for a shift weekly or fortnightly or more often as agreed with the Retail Manager. Alternative hours for shifts</p>

may also be negotiated.

From time to time the shop may be open at other hours, e.g. a late night, provided there is a volunteer team available.

## **NORTH HAVEN HOSPICE VALUES**

North Haven Hospice has developed a set of values that provide a framework for shaping and building our future. The following values and supporting statements have associated behaviours and there is a clear expectation that all staff will demonstrate these behaviours in their interactions with patients, families/whanau, other staff, and the wider community.

<b>VALUES</b>	<b>SUPPORTING STATEMENT</b>
Integrity <i>Tu Tangata</i>	Integrity requires courage, strength and commitment – it builds trust and trust creates a solid foundation from which respect can grow
Compassion <i>Aroha</i>	Compassion requires partnership and genuine engagement – it is caring and empathy in action
Respect <i>Whakaute</i>	When we treat people with respect we affirm dignity and a sense of self-worth
Excellence <i>Te Hiranga</i>	A culture of excellence inspires confidence, supports learning, and encourages innovation
Teamwork <i>Mahitahi</i>	Teamwork means creating a culture that values collaboration and a belief that better outcomes are achieved if we work together co-operatively and harmoniously
Stewardship <i>Kaitiakitanga</i>	Trustworthiness as an organisation and accountability to the community is shown through the careful management of all resources entrusted to us

## **KEY RESPONSIBILITIES AND EXPECTED OUTCOMES:**

There are a number of roles within the shop volunteer team. Each volunteer has some core and some specific responsibilities depending on the role undertaken at the time by the volunteer:

- 1 Core requirements specific to all North Haven Hospice shop volunteers
- 2 Core organisational requirements for all North Haven Hospice volunteers
- 3 Key responsibilities specific to Front Sales Person
- 4 Key responsibilities specific to Shop Assistant
- 5 Key responsibilities specific to Store Person
- 6 Key responsibilities specific to Shop Outworkers

## **1: CORE REQUIREMENTS SPECIFIC TO ALL NORTH HAVEN HOSPICE SHOP VOLUNTEERS**

### **Expected outcomes:**

- 1.1. Report to a Team Leader on arrival to receive instructions as to area of work and responsibilities for the shift.
- 1.2. Make customers feel welcome with a cheery greeting.
- 1.3. Be appreciative of every customer's support.
- 1.4. Receive donated goods with enthusiasm and appreciation (regardless of current stock levels).
- 1.5. Help keep the shop looking clean, tidy and well presented.
- 1.6. Promote awareness of hospice services.
- 1.7. If making own purchases, payment must be made via the Team Leader.
- 1.8. Advise the shop management personnel in your area of any changes to the personal details you provided when you commenced at hospice, i.e. personal contact details, next of kin, and any health related issue that may impact on your capacity for work.

## **2: CORE ORGANISATIONAL REQUIREMENTS FOR ALL NORTH HAVEN HOSPICE VOLUNTEERS.**

### **Expected outcomes:**

- 2.1 Know and uphold the documented values and philosophy of North Haven Hospice, and any code of conduct relevant to the volunteer position.
- 2.2 Keep informed about and abide by policies and standards relevant to the volunteer position.
- 2.3 Participate in volunteer meetings providing ideas and feedback to help with ongoing improvement of North Haven Hospice services.
- 2.4 Observe and promote safe work practices and be proactive in hazard management.
- 2.5 Promptly report any accidents, injuries or near miss events so that appropriate support can be offered and solutions found to prevent recurrence.
- 2.6 Honour the Treaty of Waitangi, respecting the beliefs and values of those who identify as Maori, supporting tikanga practices as they are incorporated into hospice care and services.
- 2.7 Respect the beliefs and values of all people including those of particular cultural, religious, social and/or ethnic groups.
- 2.8 Attend required training for the volunteer position.
- 2.9 Provide and receive feedback for own performance development.
- 2.10 Act as an ambassador for hospice in the community through volunteer and own social networks whilst maintaining the confidentiality of individuals and not acting or speaking on behalf of or representing North Haven Hospice unless so authorised by the Chief Executive Officer.

## **3: KEY RESPONSIBILITIES SPECIFIC TO FRONT SALES PERSON**

### **Expected outcomes:**

- 3.1 Accept payment and enquiries from customers with friendly, welcoming attitude.

- 3.2 Receive donated goods.
- 3.3 Ensure the till is attended at all times.
- 3.4 Follow the process for sale of electrical goods and documentation in the electrical sales book.

#### **4: KEY RESPONSIBILITIES SPECIFIC TO SHOP ASSISTANT**

##### **Expected outcomes:**

- 4.1 Provide support with stock rotation and display.
- 4.2 Assist with sorting of goods.
- 4.3 Merchandising.
- 4.4 Assist with pricing and labeling of items.
- 4.5 Assist with the sale of goods to customers.

#### **5: KEY RESPONSIBILITIES SPECIFIC TO STORE PERSON**

##### **Expected outcomes:**

- 5.1 Maintain health and safety standards and positive neighbouring business relationships by keeping passageways and exits accessible, the loading bay clear and the rubbish area tidy.
- 5.2 Receive goods from donors; politely declining goods that are not suitable for sale at the shop, e.g. cots and pushchairs, gas bottles (refer to the Shop Management Manual for further details).
- 5.3 Place electrical items in the appropriate area in readiness for the pre-sale electrical check.
- 5.4 Sort and distribute goods to their respective areas (e.g. Furniture into the show room, books to the bookroom, etc.)
- 5.5 Dispose of goods that are not in reasonable condition for sale.

#### **6: KEY RESPONSIBILITIES SPECIFIC TO OUTWORKERS**

##### **Expected outcomes:**

- 6.1 Come to the hospice shop regularly wearing your name badge for both ease of identification and health and safety, when collecting and returning goods for sale.
- 6.2 Sign in and out on the register held in the tea room.
- 6.3 Let the team leader of the section know you in the building and collecting goods to work on, refurbish, clean etc. and when you are leaving with these goods.
- 6.4 Work safely for hospice at home or other location, consider and minimise any risks that may arise from work you are carrying out, seek assistance with this as required from the Retail Manager and promptly report any accidents or injuries incurred while carrying out volunteer work for hospice on or off hospice premises.

**CONDITIONS OF VOLUNTEER WORK:**

Every Shop Volunteer must:

1. Have skills and personal attributes suitable to the volunteer position.
2. Respect the values, philosophy and mission of North Haven Hospice
3. Be in generally good health, with no illness or injury that would prevent the competent completion of duties in this role.
4. Complete to the satisfaction of the Retail Manager orientation to the shop under direction, and any specific training for the work undertaken also as directed by the Retail Manager.
5. Not accept personal gifts from patients and families or customers. Gifts of money may only be accepted on behalf of the Hospice. All donations are receipted and audited. Any donation given to you must be handed in to the Team Leader immediately.
6. Maintain confidentiality of patients and their families / whanau, fellow workers and the business of hospice.
7. Be of neat and tidy appearance, wearing footwear and clothing suitable to the work undertaken.
8. Be punctual, and notify your Team Leader, or the retail management in your area as soon as possible if you are unable to do a pre-arranged shift. The Volunteer is an essential team member and a replacement must usually be arranged if you are unable to attend for any reason. Should you not be required for a pre-arranged shift, we will notify you of this as soon as possible.
9. Never give out your phone number or arrange to meet with patients, their families or whanau members outside of the volunteer relationship at hospice without first checking with the Manager of Volunteer Services.

**DECLARATION AND ACCEPTANCE OF VOLUNTEER POSITION**

*I have read and understand the Shop Volunteer Job Description.*

*I have received a copy of the Volunteer Worker Agreement Factsheet and accept the standards and expectations set out in that factsheet.*

*I have had sufficient time to carefully consider this volunteer worker agreement, and to seek independent advice should I so desire.*

*I am pleased to confirm my acceptance of the role under these terms and conditions.*

**Signed** \_\_\_\_\_ **Shop Volunteer**

**Signed** \_\_\_\_\_ **Retail Manager**

**Date:** \_\_\_\_\_