

## Volunteer journey specific to the volunteer Tractor Run Allocation and Collection role



This document has been created as a useful reference tool to answer any questions you may have about the specifics of the volunteer tractor run allocation and collection role. It is designed to be used as you consider volunteering with us or throughout your time as a tractor run allocation and collection volunteer at Katharine House. If you have any questions not answered here or in the related documents, please let the Voluntary Services Team know.

### Application

There is no application form to complete for this role, there is an online registration form. If you would like an initial conversation about what the role might involve please contact the Voluntary Services Manager on 01295 811866 or email [volunteering@khh.org.uk](mailto:volunteering@khh.org.uk).

### Interview

There is no interview for this role.

### References

There are no references required for this role.

### DBS

There is no requirement to complete an online DBS application for this role.

### Volunteer paperwork

At the online registration we will ask you to read and sign to say you have understood a Volunteer Agreement and a role specific risk assessment.

### Welcome session

You will be invited to attend an optional new volunteer welcome session to find out more about Katharine House Hospice.



### **ID badges**

There is no requirement for an ID badge. You will receive a Katharine House Hospice high vis tabard to wear during your volunteering.

### **First day**

You will receive induction information from the Fundraising Team.

### **Role communication**

Communication regarding your role will come from the Fundraising Team.

### **Role meetings**

There are no regular role meetings for this role, they are set up as and when required.

### **Check-ins**

The Fundraising Team are always available for you. If you would like to check in, please feel free to arrange a time or just visit the office, call or email (see the end of this document).

### **Volunteer team communications**

Communication regarding your volunteering will come from the Voluntary Services Team. There will be a newsletter in March and September and an invitation to a Mix & Mingle volunteer event in the summer and at Christmas. These go to all volunteers, regardless of their role.

Other volunteering opportunities you might like to get involved in will be communicated by the Fundraising Team.



## Volunteer survey

Each June we send out a Volunteer Feedback Survey inviting you to answer two questions.

- How likely are you to recommend volunteering for us to family, friends or colleagues?
- If you could change one thing about your volunteering for Katharine House Hospice, what would it be?

Your feedback on your volunteer experience is invaluable. It is completed anonymously.

## Recognition

Due to the ad hoc nature of the role, the tractor run allocation and collection role is not one where support is recognised by a certificate and badge based on duration of volunteering.

It is not the hospice's usual practice to nominate individual volunteers for external awards.

## Complaints or Concerns Reporting Procedure

Please refer to the Volunteer Policy for the documented procedure in cases where:

1. A volunteer raises a complaint or concern
2. Someone has a complaint or concern about a volunteer
3. A serious incident occurs involving a volunteer.

## What to do when you wish to stop your volunteering

Please inform the Fundraising Team when you wish to stop your volunteering. In addition to our thanks, we will send you a leavers questionnaire which we invite you to complete.



## Related role resources

- Volunteer Hub [Volunteer hub | Katharine House Hospice](#)
- Volunteer Tractor Run Allocation and Collection Role Profile
- Volunteer Tractor Run Allocation and Collection Risk Assessment
- KHH guidelines on safely managing donations
- Volunteer Welcome Booklet
- Volunteer Policy

## Voluntary Services Team contact details

Jill Hill, Voluntary Services Manager

Direct dial: 01295 816477

Email: [jill.hill@khh.org.uk](mailto:jill.hill@khh.org.uk)

Usual working hours: Monday to Thursday 08:30 to 16:30

Louise Grant , Voluntary Services Coordinator

Direct dial: 01295 816475

Email: [louise.grant@khh.org.uk](mailto:louise.grant@khh.org.uk)

Usual working hours: Monday, Tuesday, Thursday, Friday 08.30 to 14.30

## Fundraising Team contact details

Roseann Thompson, Community Engagement Manager

Tel: 01295 816479

Email: [roseann.thompson@khh.org.uk](mailto:roseann.thompson@khh.org.uk)

Usual working hours: Monday 10am-6pm, Tuesday 8am-4pm, Wednesday 7am-3pm, Thursday 9am-5pm, Friday 7am-3pm

**The volunteer relationship is binding only in trust and mutual understanding. No enforceable obligations, contractual or otherwise, can be imposed on volunteers to give their time and we do not guarantee to provide regular volunteering opportunities to individuals.**

**Reviewed 30/04/2026**

