

Volunteer at Events and Collections role profile

Location:	Various locations
Supervisor:	Community Engagement Manager

The role:

Within the fundraising team, we organise many events and collections to help us both raise awareness of our services and raise the money that means we can support our patients and their families. We are a small staff team and rely heavily on the support of volunteers to help us at events and various collection locations, such as supermarkets or sporting venues.

As a small charity we are unable to pay expenses for all roles however we want to make our volunteering opportunities as inclusive as possible. If there are any barriers that prevent you from volunteering with us, please contact Jill Hill, Voluntary Services Manager, to chat through how we can help. Please contact either jill.hill@KHH.org.uk or call 01295 816477.

Tasks include:

- Representing and providing information about Katharine House Hospice
- Encouraging people to donate
- Operating the card reader for donations or payment
- Mingling with the public
- Listening to people's stories relating to the hospice
- Collecting and returning resources to the hospice
- Overseeing the movement of pedestrians and participants at events, ensuring safety and order
- Monitoring for hazards at events and preventing overcrowding in areas
- Ensure pedestrians do not stand in the way of traffic or moving crowds (eg participants), particularly not on the road.

What we're looking for:

- This role may involve some walking or standing either at an event or a collection location, however if this is difficult for you then we are able to arrange seating
- Committed to being reliable
- Someone who is proactive and enthusiastic
- Excellent people skills, friendly, approachable and courteous
- A positive attitude towards making events and collections a success for the hospice and its supporters
- Able to work independently and as part of a team and to use initiative appropriately
- Adhere to volunteer guidelines, risk assessments, policies and procedures, including manual handling
- Committed to our values of compassion, inclusivity and sustainability

Volunteer benefits:

By volunteering for Katharine House you will be helping us make every moment matter for our patients and their loved ones. We can't do what we do without you. In addition to making a difference you can expect to gain or enhance the following:

- Satisfaction of giving back and supporting our hospice
- The benefits associated with being part of the Katharine House volunteer team

Training:

- Manual handling training
- Training specific to the event or collection venue
- Opportunity to attend Volunteer Welcome Session at Katharine House

Practical considerations:

- Minimum age 18
- Events and collections will be varied in terms of location, frequency, timing and day of the week, although weekends are most usual
- Collections and events can be indoors or outside
- If outside, suitable clothing appropriate to the weather is required
- Time commitment will be a minimum of 1.5 hours and for some events it may be more
- The role will be working with other volunteers and there will be considerable interaction with members of the public
- Support will be provided by the Katharine House Community Engagement Team
- You can select which events or collections you sign up for
- If part of the Tractor Run Volunteer Collection team you will receive an induction session and be part of a WhatsApp community for the run up and evening of the event to ensure the event runs as smoothly and safely as possible
- You will be provided with a branded tabard to wear

How to apply:

Apply online through the Katharine House Hospice website, search for volunteer opportunities.