



## **Volunteer Opportunity**

### **Volunteer Role**

- Shop and Stop Assistant (Driver)

### **Main Duties:**

- To positively engage with people that have become isolated
- To deliver essential shopping items to clients, the items will be distributed from Netherton Feelgood Factory
- Volunteers to deliver items by driving to local addresses within a 4 mile radius
- To assist client with putting items away (if required)
- To actively engage in conversation and stop for a chat
- To communicate effectively with clients to ensure that they are aware of what Netherton Feelgood Factory has to offer
- To handle cash and distribute receipts
- Some moving and lifting will be required

### **Other Duties:**

- To work well using own initiative
- The ability to empathise and understand the needs of the client
- To work within a community setting
- To ensure that clients receive a quality service
- To work well with the public
- To ensure that all relevant training/induction is attended
- To adhere to Netherton Feelgood Factory policy and procedure
- To promote the work of Netherton Feelgood Factory
- To ensure that all data is collected in line with GDPR and Netherton Feelgood Factory policy
- Regular reporting to the relevant Manager/Staff Member

### **Training**

- Successful candidates will complete training to enable them to deliver the tasks detailed in the main duties and other duties sections.

## **Essential Requirements:**

- Ability to work with the public
- Good communication skills
- Good organizational skills
- Ability to escalate concerns
- To work well within a team environment
- To be able to work alone when required
- To have a clean, well presented appearance
- Access to a vehicle
- Full UK driving license

## **Hours of Work**

- Hours to be covered are, Thursday (9.30am – 12pm)

## **Disclosure**

- This role would require you to undertake an enhanced police disclosure (DBS)

## **Management Arrangements**

- The volunteer position will receive line management from the Community Development Manager in accordance with Netherton Feelgood Factory organisation structure

## **Volunteer Expenses**

- Volunteers will be reimbursed for out of pocket expenses, in line with Netherton Feelgood Factory expenses policy

## **Other**

- Volunteers will be provided with a logo t-shirt or sweatshirt, this will help the community to identify you easily when visiting the building.
- Volunteers will be provided with an ID badge

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