



VOLUNTEER PROFILE

POSITION	Donation Liaison Volunteer		
TEAM	Homeless Service	LOCATION	Basset Road
VERSION	3 rd	LAST UPDATED	March 2018

PURPOSE OF ROLE	Organise and oversee donations that come into the Homeless Service. Assist staff with the secure storage of client belongings.
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KEY TASKS

1. First point of contact for donations within the Homeless Service.
2. Organise the sorting and storing of donations.
3. Organise the regular collection of donations from Tesco and Aldi.
4. Arrange for the sale or disposal of donations that are not suitable.
5. Assist with advertising and liaising with external agencies for donations.
6. Assist with the positive PR of receiving donations
7. Record and store client belongings securely.
8. Arrange the disposal of client belongings when required.
9. Ensure efficient record keeping and data collection at all times.
10. To mentor clients within the Partner Programme.

DESIRABLE SKILLS

1. Organisational skills
2. Good use of initiative
3. Communication skills
4. Basic IT Skills

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.

2. Establish, develop and maintain effective working relationships with all staff, volunteers, customers and actively promote the buddy system with partners.
3. Ensure compliance with the Company's Health and Safety policies and procedures.
4. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
5. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
6. Attend and participate in meetings as required, including supervision and training.
7. Undertake specific tasks and projects as requested.
8. Manage personal 'workload'.
9. Carry out relevant tasks appropriate to this role.
10. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
11. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

REPORTING

- Reports to: Volunteer Worker

CONTACTS

Internal

- Homes and Communities Theme Lead
- Supported Accommodation Manager and Team
- Initial Contact Manager and Team
- Volunteer Worker
- Volunteers/ Partners

External

- External agencies (statutory and voluntary)