

## **VOLUNTEER ROLE DESCRIPTION**

### **PLACEMENT: HOSPITAL SHOP & NEWSPAPER / MAGAZINE TROLLEY**

**REPORTS TO :** Shop Manager  
**ADDITIONAL SUPPORT:** Volunteer co-ordinator

**HOURS:** Days / times to be agreed with individual volunteers  
Volunteers required Monday – Sunday am/pm/evenings

#### **ROLE OUTLINE:**

Duties will vary according to the needs of the shop and individual volunteers but could involve any of the following:

1. Assist in creating a friendly, welcoming and helpful environment
2. Use of till - scanning goods, handling cash and credit card transactions
3. Assist with checking and pricing of goods and stock rotation
4. Display goods and ensuring shelves are clean
5. Reconciliation of cash (evening session only)
6. Newspaper return and collation for return dispatch (evening session only)
7. To help ensure that the general shop areas are kept clean and tidy
8. Checking deliveries and recording stock on system

#### **Trolley Service**

1. Preparation and checking of trolley stock
2. Sale of goods to patients on wards
3. Cash reconciliation at end of service

#### **EXPECTATIONS AND RESPONSIBILITIES:**

1. Work with sensitivity and an understanding of the issues facing those working to deliver health care within the Trust
2. Be conversant and comply with the content of the Volunteer Services Policy and associated Code of Practice
3. Be aware of and adhere to all Trust policies and protocols highlighted by the Ward/Department Manager as relevant to the volunteer placement
4. In the event of accidents, emergencies or untoward occurrences, respond as directed by the Ward/Department lead.
5. Attend training and department updates as required