

The Hope Hub

Volunteer Role Description & Person Specification



Volunteer Role

Delivery & Collection Volunteer

Service Pathway:

Empowerment Services: Distribution of donations.

Responsible to:

Community Fundraiser: Paul Amphlett

Days and Hours:

Flexible and ad hoc. During the day, evenings or weekends at times to suit you or to fit with another service.

The Hope Hub team are looking for a team of Volunteers to help us collect and deliver donations and supplies for Service Users who are homeless or in poverty. These vary tremendously from offers of food to furnishings, from medical and technical supplies to household appliances (subject to safety checks).

We would be grateful for Volunteers with any size of vehicle who are willing to collect or deliver items around the Surrey Heath area.

You will be part of a pool of volunteers who are willing to help us on a regular, ad hoc or flexible basis. We are often offered donations of food and clothing, but we also receive offers of much needed furniture or a washing machine. It is therefore incredibly helpful to know we have enough volunteers to meet the need at different times, including pairs or teams of Volunteers who can move the heavier items safely.

Essential requirements:

- A clean driving licence and your own vehicle.
- Vehicle insurance cover for these purposes.

Key Tasks – depending on availability, strength and interest:

- Follow our introductory/induction programme to understand the diversity of Service Users needs and to offer support.
- Agree that your contact details can be added to our data base, solely for these purposes, so that we know when and how to contact you.
- Collect or deliver required items to the specified location, within the timeframe when one has been agreed.
- Leave the community location promptly showing the utmost respect to all concerned.
- Keep THH updated once the delivery has been made.

Your Safety and Protection

- You will be asked to read and continue to have access to our policies and procedures for keeping you, our Service Users and our staff safe and for meeting the ethos of The Hope Hub.
- Relevant guidelines relating to Covid-19 will always be followed and shared with you.
- At least two references will be required following a successful interview.
- Our Community Fundraiser and Service Delivery Manager will provide further support.

Benefits of the Role

- Experience volunteering at one of the most dynamic charities in Camberley.
- Know that you provide hope, empowerment and crucial support to some of the most vulnerable people in our community.
- Be part of a team, using your personal strengths to advantage and helping us all to react quickly to help those in need.
- Comprehensive induction, ongoing training, and Volunteer 'thank you' and support sessions.
- Scope to extend into other areas of volunteering at The Hope Hub, in the community and/or at the Emergency Accommodation Service.
- Out of pocket expenses are covered in line with our policy.

We are looking for a team of Volunteers who:

- Will respond promptly to shout outs and calls for assistance.
- Do not worry if they are too busy to help on any particular occasion.
- Collectively can help us at different times of the day and the week.
- Are able to distribute small items and others with vans and someone to help them.
- Have a positive outlook, polite manner and a genuine desire to help people in a non-judgemental or discriminatory way.
- Will be reliable and committed to the role and the team.

Next Step

Please complete and return The Hope Hub Volunteer Application Form that you will find on the 'Volunteering' section of our website or call us for further information.

The Hope Hub | www.thehopehub.org.uk | 01276 581174 | connect@thehopehub.org.uk
Registered Address: Knoll Road, Camberley, Surrey, GU15 3SY | Charity Number 1176452

Thank you for your interest in The Hope Hub and for thinking about Volunteering with us. As a charity, we have continued to grow and serve more people in need during the pandemic and very much look forward to welcoming more Volunteers back to support our many new initiatives.