

# STEAMING & IRONING VOLUNTEER (ONLINE SALES) ROLE DESCRIPTION

## ABOUT WILLOW BURN VOLUNTEERS

Volunteers use their time, skills and experience to enhance the provision for our patients and to support the staff in delivering a high-quality experience for all and as such will:

- Have enthusiasm and commitment to Willow Burn Hospice, our mission and values.
- Give a realistic time commitment, whilst there is no minimum number of hours required, most of our volunteers give at least four hours a week.
- Work under the direction of staff to deliver a high quality service
- Respect the privacy of patients and families
- Undertake training necessary for the role
- Make links with the community and share Willow Burn's messages

## OUR VISION

Treasuring lives through high quality, personalised, palliative & end of life care and bereavement support.

## OUR VALUES

**Caring:** We put care, compassion and dignity at the heart of everything we do.

**Aspiring:** We are passionate about delivering high quality, personalised services.

**Responsible:** We are a responsible organisation that people can trust.

**Empowering:** We support and enable people to make the choices that matter to them.

## PURPOSE OF THIS VOLUNTEER ROLE

To provide steaming and ironing support to the online sales function at Willow Burn Hospice.

## POINT OF CONTACT

E-Commerce Co-Ordinator

## LOCATION

Willow Burn Hospice, Lanchester

## TASK DESCRIPTION

We would like to increase the volume of clothing we are able to sell online to raise vital income for the hospice and would like to recruit a volunteer who is passionate about ironing/steaming with a good eye for detail.

#### **PERSONAL SPECIFICATION FOR LAUNDRY VOLUNTEERS**

- Awareness and understanding housekeeping policies, infection control, COSHH and health and safety.
- Excellent organisational skills
- Accuracy and attention to detail
- Good communication skills with a broad spectrum of professionals
- Team player
- Flexible approach to working
- Strong interpersonal skills
- Tact and diplomacy in dealing with a variety of situations
- Self-awareness and able to use initiative
- Good understanding of equality and diversity

#### **ADDITIONAL REQUIREMENTS**

- To ensure in all circumstances that you represent Willow Burn in a positive light.

The above is indicative of the tasks to be carried out and will change from time to time in consultation with the volunteer and in line with service needs.

All duties are to be carried out in accordance with the law, the Willow Burn Hospice philosophy, policies and procedures, the placement contract (if applicable) and in the spirit of fairness and equality and other professional guidelines.