

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*

## Role Description

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- ROLE TITLE:** Fundraising Admin Volunteer (Non-clinical)
- REPORTS TO:** Supporter Engagement Coordinator (Cash Generation)
- HOURS OF WORK:** 2-4 Hours, once a week
- BASE:** LOROS Hospice, Groby Road, Leicester

### Impact Statement

Good administration and research is the foundation of what we do in the Fundraising team. It ensures the efficient running of every area of activity, including our ability to work effectively with supporters to enable us to raise as much money as possible to continue LOROS' vital work.

### Summary of Volunteer Role

This role supports the Fundraising team to complete general office and administration, to enable us to better raise money to support LOROS' work.

### Key Volunteer Duties

- Assist in preparation of documents using basic word/excel.
- To assist with general office duties including scanning, photocopying, shredding, distribution of letters and emails, etc.
- To undertake basic research online relating to fundraising initiatives and potential supporters
- To update and maintain accurate files and records both manual and electronic
- To update and maintain aspects of our database (full training given)

### Essential Requirements

- A successful DBS Check
- Familiar with Microsoft Word and Excel
- Able to carry out administration tasks effectively, such as letter writing, answering phones and emailing
- Able to use databases

### Personal Qualities to fulfil role

- Friendly, Flexible and Reliable
- Good communication and interpersonal skills
- Good organisational skills
- Attention to detail and accurate.
- Team player and Positive 'can do' attitude

## **Learning and Development required to fulfil role**

### **Mandatory Training (Annual)**

- Fire Safety Awareness
- Health, Safety & Wellbeing
- Equality and Diversity
- Safeguarding (including PREVENT)
- Data security (including confidentiality)
- Infection prevention
- LOROS IT Induction

### **On the job training carried out by the manager, volunteer buddy or volunteer co-ordinator**

- Induction to LOROS, the fundraising team and general duties
- Systems of specific work
- Training on LOROS databases e.g. Raiser's Edge. (Customer relationship Management System)

### **General guidelines for volunteers:**

1. All volunteers are subject to:
  - Equal Opportunities Legislation,
  - The Data Protection Act
  - The Health and Safety at Work Act 1974.
  - LOROS Safeguarding Procedures
  - LOROS Confidentiality Policy.
2. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see Our values and behaviours below).
3. All volunteers will receive a handbook which outlines key information.
4. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by their manager.



# Our vision and mission

## Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

## Mission

(Our goals and activities in working towards our Vision)

**LOROS** is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

**LOROS** specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

**LOROS** contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

[loros.co.uk](http://loros.co.uk)

Registered Charity No: 506120

**LOROS**

Hospice Care for Leukaemia, Lymphoma & Blood

*Being there for you  
and your family*



## Our values and behaviours



### **Professional**

Showing respect to patients and families, as well as members of our community, staff and volunteers.



### **Focused**

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



### **Collaborative**

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



### **Compassionate**

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



### **Trustworthy**

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



### **Accountable**

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

# LOROS

Home Care for London, Levenshaye & Bedford

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# LOROS KEY FACTS

## SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



**>2,500**

No. of individuals receiving patient care from LOROS per year



Of whom **665**

admitted to Inpatient Ward



**31**

beds in Inpatient Ward



**343**

employees

**1,500**

regular volunteers



Average length of stay **14 days**



**£560**

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, dietitians and dentistry.

**Cost per hour** of running the charity



**£8.2M**

Expenditure on patient care per year

**£6.0M**

Minimum amount of Income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

**2,165**

participants in LOROS educational activities per year



**24,950**

LOROS Lottery numbers



**29**

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

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