

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*

## Role Description

<b>ROLE TITLE:</b>	Fundraising and Research Volunteer
<b>REPORTS TO:</b>	Philanthropy and Partnerships Researcher
<b>HOURS OF WORK:</b>	15 hours / 2 days per week (weekdays)
<b>TEAM:</b>	Fundraising Department
<b>BASE:</b>	LOROS Hospice, Groby Road, Leicester

## Impact Statement

Helping LOROS to identify Trust and Foundations or individuals who might want to support the Hospice, helps us to meet the needs of current and future service users, but also enables us to meet the philanthropic desires of current and future supporters.

## Summary of Volunteer Role

- Support the Philanthropic Giving and Supporter Engagement Team to maximise voluntary income, support and awareness.
- Support the Philanthropy Communication Programme to ensure all existing and new supporters receive appropriate and timely information
- Assist in the maintenance of the LOROS specific Gift List.

## Key Volunteer Duties

- Research and prepare profiles on existing and perspective donors.
- Assist the Philanthropic Researcher to identify, charitable trusts, community, corporate and family foundations as well as major donors and their activities.
- Assist with updating the LOROS Specific Gift List, by regularly reviewing that the items included within it are still needed and accurate.
- Assist in the building of potential guest lists for Philanthropic Giving Team special events and support communication of the events.
- Effectively utilise LOROS' databases to record, update and monitor supporter relationships.

- Help in the creation and collation of Monthly Financial reports

### **Other Volunteer Support Duties**

- Promote the LOROS legacy message to supporters both internally and externally
- Ensure all data and filing is accurately recorded in line with Data Protection legislation.
- Arrange meetings and take minutes as required.
- Answer telephone calls, handle general fundraising enquiries and correspondence for the department.
- When required, go down to the main hospice reception or onto the ward and deal with monetary donations that are brought into the hospice

### **Essential Requirements**

- A successful DBS Check
- Analytical and planning skills
- Basic level of working knowledge of CRM system / database
- Excellent relationship-building skills
- Strong organisational skills
- Ability to use initiative
- Able to produce excel reports where necessary
- Able to create word and email communications.

### **Personal Qualities to fulfil role**

- Good communicator – confident and competent to communicate clear and useful information
- Inquisitive, and enquiring mind
- Friendly and approachable
- Reliable

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

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

- Fire Safety Awareness
- Health, Safety and Welfare
- Equality, Diversity and Human Rights
- Safeguarding and Protection of Adults and children
- Data security (including confidentiality)
- PREVENT training
- Infection prevention & control
- Moving and Handling
- Conflict Resolution

### **Compliance Training**

- Income Generation Direct Marketing GDPR Policy training

### **Role specific Off the job training**

- N/A

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

- Induction
- Fundraising Code of practise
- LOROS Fundraising cash handling – taking donations / donation forms
- Raisers Edge
- Fundraising Call handling
- Research protocols and sources of information

### **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**



## 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.co.uk](http://loros.co.uk)  
Registered Charity No: 506120

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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, dieticians 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.



**£932**



**31%**

Portion of expenditure covered by NHS



**90%**

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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