



Being there for *you*  
and *your family*

## **Role Description**

- ROLE TITLE:** Bag Packer and Collector Team Leader (Volunteer)
- REPORTS TO:** Supporter Engagement Co-ordinator – Fundraising Team
- HOURS OF WORK:** Flexible, ideally 3 to 4 hour-long sessions, on an ad-hoc basis across the year, including both weekday and weekends. Roughly 4-6 sessions per year, a total of 24 hours per year.
- BASE:** Various locations at stores and supermarkets across Leicestershire & Rutland

### **Impact Statement**

This simple activity raises a great deal of money on which the charity depends. Bag packing and public collections are engaging, social and accessible job roles to all. They are an important stream of income for LOROS to continue our vital work as well as raising awareness of the charity.

### **Summary of Team Leader Volunteer Role**

As Collecting and Bag Packing Team Leader, you will raise vital funds for LOROS by hosting public collections and bag packing sessions, and also support LOROS staff by recruiting new volunteers to support your allocated session.

As a valued and trusted member of our team you will lead the sessions in the absence of a LOROS staff member and represent the charity to collection sites, volunteers and the general public.

As a leader you will make sure all involved know to be responsible for their bucket/moneys collected for the duration of time in store/on site, and work closely with a LOROS member of staff to follow the cash handling procedure correctly. You will ensure all volunteers have time for a break, and that receipts are kept if purchases are made.

### **Key Team Leader Volunteer Duties**

As a Team Leader Volunteer you will be the point of call for other volunteers working with you at the Bag Packing and Collection sessions. Duties will include:

- Bag Packing at stores; both cash and contactless
- Collecting at stores; both cash and contactless
- Guiding volunteers at the sessions and answer any questions
- Being responsible for collecting the cash at the end of each session, and following the cash handling procedure, and safely returning to the donations to LOROS

### **Essential requirements**

- Driving Licence and access to own transport

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

- Friendly and approachable
- Reliable
- Trustworthy
- Good communication and interpersonal skills

### **Expectations**

- LOROS will provide official identification for you to be easily recognised whilst in store. (We will provide a LOROS sash, and supporter t-shirts are available upon request.)
- Appropriate clothing and footwear to be worn
- Volunteers need to be empathetic and able to accept rejection of help being offered and not to take it personally
- We ask you to not block the customers way when in store, and please give them space
- Be aware the shaking of tins/buckets is not permitted
- You will receive an annual invite to end of year thankyou event to show our appreciation
- Optional statement can be provided to confirm participation of volunteering duties

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

### **Role specific off the job training**

- Attend training briefings at the Hospice to enable you to successfully complete the running of a session
- Attendance at a LOROS quarterly talk session held at LOROS to gain better knowledge of the care and services provided

**On the job training carried out by the manager or coordinator, which you will then pass onto your team:**

- Induction to role
- Approach to be taken with customer
- Etiquette to be adopted in each store especially in relation to collecting
- Health, Safety & Wellbeing, including lone working
- Systems of safe cash management.
- An understanding of data security and safeguarding

### **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.

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**LOROS**

Highly Cared For. Lorraine, Lorraine's & Lorraine

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# LOROS KEY FACTS

## JANUARY 2023

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.

**£8.5M**

Expenditure on patient care per year

**£6.1M**

Minimum amount of income to be raised per year

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

**Cost per hour**  
of running the charity

**£973**



**>2,080**

No. of individuals receiving patient care from LOROS per year



Of whom **534**

admitted to Inpatient Ward



**31**

beds in Inpatient Ward



Average length of stay  
**15 days**



**£602**  
Cost per bed/day including overheads



Cost per attendance for Day Therapy **£367**  
Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.



**372** <sup>298 FTE</sup>  
employees

**1,300**  
regular volunteers



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

**16,827**

hours of training delivered

**16,827**

LOROS Lottery numbers

**29**

LOROS Shops

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

Figures accurate as of December 2022 | Source: 2021/22 Statutory Accounts and Clinical Dashboard



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