



Being there for *you*
and *your family*

ROLE DESCRIPTION

ROLE TITLE:	Shop Volunteer
REPORTS TO:	Shop manager/Deputy manager
HOURS OF WORK:	Variable, half a day a week.
BASE:	LOROS Shop

SUMMARY OF VOLUNTEER ROLE

To assist in the profitable running of our shops, comprising general shop duties such as customer service, promoting Gift Aid, accepting donations, sorting and pricing items for sale, steaming garments and till operation.

Personal Qualities to fulfil role

Friendly, flexible and reliable.

Training required to fulfil role

On the job training is carried out by the shop manager in all duties.

Mandatory Training includes:

Fire Safety Awareness (repeated annually)
Health and Safety (repeated every 3 years)
Equality and Diversity (repeated every 3 years)
Safeguarding (repeated every 3 years)
Information Governance (repeated annually)

GENERAL GUIDELINES FOR VOLUNTEERS:

1. All volunteers are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.
2. All volunteers are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

3. 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 attached document).
4. All volunteers will receive a handbook which outlines key information, it is the responsibility of the volunteer to read this book and sign to confirm.
5. In the event that a volunteer is unable to attend their allocated duty, they should contact the named staff member as soon as possible to notify absence.
6. 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 the Hospice.
7. An opportunity to support LOROS Local by providing information and support to those accessing the vehicle with regards to raising awareness of all the hospice services.
8. All volunteers should be aware of the Safeguarding Procedures and be able to escalate any concerns.



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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 them 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.

VALUES & BEHAVIOURS

(How we will strive to be)

PROFESSIONAL

in our attitude and everything we do

FOCUSED

on patients, families and carers whilst listening, learning and adapting to their diverse needs

COLLABORATIVE

in working together and with others

COMPASSIONATE

in providing care and responding sensitively to requests for support

TRUSTED

within our organisation and by our community



KEY FACTS – SEPTEMBER 2018

No. of individuals receiving patient care from LOROS p.a.	>2,500	
Of whom admitted to Inpatient Ward	665	
No. of beds in Inpatient Ward	31	
Average length of stay (days)	14	
No. of participants in LOROS educational activities p.a.	2,165	
No. of employees	343	
No. of regular volunteers	1,500	
Expenditure on patient care p.a.	£8.2M	
Minimum amount of income to be raised p.a.	£6.0M	Excludes the activity of LOROS Education, which is a self-funding service.
Portion of expenditure covered by NHS	31%	
Portion of charity costs directed to care services	90%	
Cost per hour of running the charity	£932	
Cost per bed/day including "overheads"	£560	
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, doctors and chaplaincy.
No. of LOROS Shops	29	
No. of LOROS lottery members	24,950	

LOROS 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.

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