

**Volunteer Role Description**

**Van Crew Volunteers (Furniture Outlets)**

**Role Purpose**

To work as part of a team collecting donations from members of the public and delivering items which have been purchased in our shops to the purchaser’s home address.

Other roles may include generally helping out at the Furniture Outlet or making sure the vans are fit to travel.

The money raised funds a significant part of all the services Age UK South Lakeland offers, and goes towards supporting older people living in South Lakeland by providing services and activities to help them live independent lives in the community, and supporting them through difficulties.

**Responsible to**

Furniture Outlet Manager

Support in Volunteering issues will be provided by the Volunteer Support Officer.

**Tasks and Responsibilities**

* Receiving goods from the public and relaying them to the Warehouse
* Conversing with members of the public and giving a good impression of the organization
* Assist with the delivery and collection of goods to and from members of the public
* Attend basic induction
* Attend all relevant training (including manual handling and use of lifting equipment)

**Skills and Experience required**

No specific skills or experience are required for this role, but having good communication skills to deal with members of the public would be an advantage. You must be able to perform manual handling tasks and attend training in this area.

**Age UK South Lakeland’s Commitment**

The role will be supervised by the Furniture Outlet manager and fully supported by the Volunteer Support Officer. Information, induction and training will be provided and all out of pocket expenses will be reimbursed.

**Time Commitment**

To be arranged between the Furniture Outlet Manager and the volunteer.

**Other Support**

* Use of a car and a full, clean driving licence may be a requirement of this role. Volunteers are responsible for ensuring that their vehicle insurance policy is covered for “Business Use” and the mileage rate paid is intended to cover any extra cost.
* Travel expenses on public transport will be fully reimbursed on production of a receipt or used ticket as well as any necessary car parking expenses incurred.
* There will be opportunities to meet with other Age UK South Lakeland volunteers at volunteering events and you will be kept informed about volunteer opportunities available within Age UK South Lakeland
* Whilst volunteering for Age UK South Lakeland you will be covered by our Public Liability insurance.

**Exceptional Circumstances**

In exceptional circumstances we may reimburse the cost of a taxi. However this must be approved in advance by your line Manager & in consultation with the Volunteering and Community Activities Manager.

**Information Security**

*“As a Volunteer with Age UK South Lakeland you may see or hear personal information relating to people who use Age UK South Lakeland services, as well as fellow volunteers and employees. You may also see or hear confidential information about Age UK South Lakeland itself. We have policies and procedures that volunteers must follow relating to information security, confidentiality, records management and the handling of personal data which enable us to meet our data protection obligations.*

*Advice on how to respond to a request for information you believe is confidential or sensitive from people or organisations outside Age UK South Lakeland must be sought from your line manager. It is also important that you are familiar with the support network open to you within the organisation should you need to discuss any information you have been given.*

*If you do not follow the organisation’s rules regarding the control of relevant information (Information Governance) we may consider that you have not met our expectations of you as a volunteer, which may lead to your opportunity to volunteer being withdrawn.”*