

Role Description

Job Title: Bucket Collection Volunteer	Location: In the local community	Hours: Adhoc basis	Team: Fundraising
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Reporting to:	Sami Shulton - Community Relationship Fundraiser
Accountable to:	Ellie Gale - Relationship Fundraising Manager
Key working relationships:	Community Relationship Fundraiser, wider fundraising staff and volunteer, supporters, and the general public.

About St Clare Hospice:
St Clare Hospice is a local charity and each year we care for hundreds of people across West Essex and the East Hertfordshire border. We provide free, compassionate care and support to adults with life-limiting illnesses, their families and carers. It costs over £7.3 million each year to provide our vital services (including clinical and support services) and with limited NHS funding, we need to fundraise for most of this.

The difference you will make:
Your support will help us meet our strategic aims of:

- Reaching significantly more people who are facing death, dying and loss in our local communities.
- Supporting our communities to become more resilient, to support each other and to remain independent for as long as possible.
- Working with other organisations to deliver better care for our patients.

Summary of Role:
We are looking for a friendly and enthusiastic volunteer to help raise money and awareness of St Clare Hospice through our bucket collections. You will be an ambassador for the Hospice and work as a team with other volunteers to raise vital funds within the local community. You can volunteer by yourself, or with friends, family, or colleagues – the more the merrier!

Key Tasks:

- To support a bucket collection in areas assigned by the Community Fundraiser on certain dates and for a specific time period.
- Collecting cash donations and taking card payments from the public who wish to give. Handling cash donations securely.
- Represent St Clare Hospice with professionalism, enthusiasm, and a positive attitude.

- To work as part of a team with other Bucket Collection Volunteers, passing buckets and equipment over to either another volunteer who is taking over from you or the Fundraising team at the end of your shift.
- Provide occasional light information about the Hospice to anyone that enquires and refer them to the correct member of staff should they have any questions that need answering.
- Maintain a smart appearance, always wear your volunteer ID badge.

The duties and responsibilities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

The skills / experience / personal qualities you will need:

- Access to a vehicle.
- Happy to be on your feet for a period of time.
- Must be aged 16 or over, and have photo ID.
- Be polite and have good communication skills.
- Accept rejection and don't take it personally.
- Be reliable, committed, and trustworthy.

The benefits you can expect:

- The chance to be part of a passionate team who will support and develop you with ongoing training.
- The opportunity to help make a real difference to people living with a life-limiting illness and their families.
- The chance to meet new people and become a part of the wider Hospice and volunteer framework with access to events and communications tailored to volunteers.
- The opportunity to gain new experiences, develop skills and confidence.
- Travel expenses can be reimbursed when agreed in advance.

What we expect from you:

- Work within St Clare Hospice's core values:
 - ❖ Compassion
 - ❖ Integrity
 - ❖ Respect
 - ❖ Excellence
 - ❖ Teamwork
- To wear your volunteer ID badge at all times.
- To operate within St Clare Hospice's relevant policies and procedures, and those of the Fundraising Codes of Practice.

- To take responsibility of your own health and safety (wearing appropriate clothing and footwear to your role) and report any areas of risk.
- Reflect a commitment to equal opportunities, equality, and diversity.
- Always maintain strict confidentiality.
- Attend mandatory volunteer training and updates for health and safety issues and other training as appropriate.

The time you will be asked to give:

- The number of days and hours will be negotiated between the volunteer and Community Fundraiser - with the aim for 1 or 2 collections per month with a 4-hour collection period partnered with another volunteer.

The training and support you will be given will include:

- Full induction led by the Volunteer team, additional training can be attended, if appropriate to the role.
- Appropriate uniform to represent St Clare Hospice.
- Regular contact and support from Community Fundraiser and Volunteer team.

Location:

Most bucket collections are likely to take place in or outside of a supermarket within our catchment area. Locations may vary.

How to apply:

- Complete our short online application form here: <https://stclarehospice.org.uk/join-our-team/volunteer-with-us/volunteervacancies/>
- Or contact Carolyn Johnson, Volunteer Development Coordinator by phone: 01279 773704 or email: volunteer@stclarehospice.org.uk