

## Volunteer Role Description Area Tin Collector

<p><b>Overview</b></p>	<p>The purpose of the role is to support the Fundraising Team and the fundraising activities of St Columba's Hospice Care.</p> <p>Hospice staff and volunteers are expected to reflect our Hospice Values in the way they carry out their roles, and in their interactions with each other and with patients, family members and any other visitors.</p> <p>Our Values are: Care and Compassion, Respect, Trust and Partnership.</p>
<p><b>What will I be doing / involved in?</b></p>	<ul style="list-style-type: none"> <li>• Looking after St Columba's Hospice Care charity collecting tins in a number of outlets (shops, cafes etc.) within an agreed area</li> <li>• Maintaining the Hospice's presence and reputation within the community</li> <li>• Checking outlets every 2-6 months, collecting full tins and supplying replacements</li> <li>• Returning full tins to the Fundraising Team in a timely manner</li> <li>• Keeping paper work up to date and accurate</li> <li>• Where possible, attending your outlets within a week if they request a tin replacement/ pickup</li> <li>• Passing any identified issues/ problems raised by outlets/customers to the Fundraising Team immediately</li> <li>• Asking outlets to display Hospice leaflets as and when required/ appropriate</li> </ul> <p>Optional tasks</p> <ul style="list-style-type: none"> <li>• Identifying and recruiting new tin outlets in your area</li> <li>• Helping with bucket collections and other fundraising activities</li> </ul>
<p><b>What experience or skills do I need?</b></p>	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Able to complete basic paper work accurately</li> <li>• Given the nature of the role, you should be physically fit (full tins are heavy!) and have the means to travel between outlets and the Hospice</li> <li>• Be comfortable lone working</li> <li>• Understanding of the work, policies and values of St Columba's Hospice Care. Willing to keep informed and stay updated about our work</li> <li>• Be an ambassador for St Columba's Hospice Care</li> <li>• Follow Infection Control guidelines</li> <li>• A strong understanding of the need for and importance of patient and client confidentiality and boundaries, at all times</li> </ul>

	<ul style="list-style-type: none"> <li>• Willingness to attend volunteer meetings</li> </ul>
<b>Time commitment &amp; duration</b>	<p>This is an ad hoc role which will require you to check your outlets approximately 4 times per year, plus change tins in your outlets if they get in touch.</p> <p>The role will be reviewed on a yearly basis.</p>
<b>Where will I be based?</b>	Out in the community in an agreed area. Tin drop off/ pick up from St. Columba's Hospice Care, 15 Boswall Road, Edinburgh.
<b>Who will be supporting me?</b>	Community Fundraising team
<b>Who else will support me?</b>	Volunteer Services Manager, Volunteer Services team, other Hospice staff as needed
<b>Recruitment checks</b>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview with Community Fundraising team</li> <li>• Two references</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Hospice Volunteer Induction Programme</li> <li>• Team/ role induction and training</li> <li>• Volunteer meetings (typically held twice per year)</li> </ul>
<b>Additional information</b>	<ul style="list-style-type: none"> <li>• Hospice Chaplains are always available to support volunteers</li> <li>• Volunteers may claim reasonable travelling expenses for transport to and from the Hospice, or the place you volunteer, e.g. one of our retail shops. Please speak to your manager about this</li> <li>• The Hospice provides complimentary tea and coffee to all volunteers, staff, patients and families as part of the hospitality strategy</li> <li>• If you volunteer for a full day at the Hospice, you can claim a free meal from the staff café or Iona Café. Please speak to your manager about this</li> </ul>

Last update: November 2021