

Childrens Heart Unit Fund Shop Volunteer Role Description

Role Title	: Shop Volunteer
Department	: Children's Heart Unit
Location	: Freeman Hospital
Time Commitment	: Various hours and days available to suit. (Min 2 hours)
	Shop opening hours: Monday to Friday 10.30am to 8pm
	Saturday to Sunday 1pm to 8pm

About CHUF

The Children's Heart Unit at the Freeman hospital is one of the world's leading specialist centres for children and babies born with, or who develop, heart conditions. The unit is just one of two in the UK that has the facilities and skills to offer paediatric transplant and bridge to transplant operations.

CHUF raises vital funds for large and small pieces of equipment, facilities, aftercare, salaries and research. CHUF's also provides holistic care to the children by providing services and facilities that allow heart children to develop their skills and mature as any healthy child normally would.

Purpose of the role

Volunteers help serve patients and visitors drinks, confectionery and small gifts with all profits from the shop being donated to the Children's Heart Unit Fund. The shop is based outside the Children's Heart Unit at the Freeman Hospital.

Description of main tasks specific to the placement:

- Opening and closing shop
- Serving patients and visitors in a welcoming and helpful manner
- Handling cash
- Replenishing and pricing items
- Stock taking
- Keeping shop clean and tidy.



Details of any specific skills / attributes required by volunteer:

- An interest in the shop, and an enthusiasm for raising money for the Children's Heart Unit Fund.
- The ability to work as part of a team and get on with other volunteers in the shop.
- Able to provide a friendly, high quality and helpful service to customers.
- A willingness to help with a range of tasks in the shop, and to undertake tasks as requested.
- To be confident handling money
- To be reliable, dependable and flexible.
- Volunteers will need to obtain satisfactory clearance from DBS and the Trust Occupational Health Service

What can the volunteer gain from the placement

- The satisfaction of knowing you are making a direct contribute to raising funds for the Children's Heart Unit Fund.
- The enjoyment of meeting new people and being part of a team
- Working within a committed team of volunteers
- References (on completion of 50 hours of volunteering)

A volunteer is a valued member of Newcastle upon Tyne Hospitals NHS Foundation Trust and is expected:

- To volunteer within the guidelines agreed by Voluntary Service and named contact for the placement
- To carry out their duties with consideration and respect to all staff, general public, Foundation Trust members and patients at all times
- To maintain confidentiality at all times, while on placement and once the placement is complete
- To maintain good standards of communication with staff, general public and patients at all times
- To comply with the Trust's Health & Safety Policy

Newcastle upon Tyne Hospitals NHS Foundation Trust will at all times actively support, encourage and develop the voluntary services provided by individuals on placement. It commits to treat its volunteers with respect and courtesy and ensure that they receive appropriate training for the placements they undertake.

Newcastle upon Tyne Hospitals NHS Foundation Trust is committed to safeguarding and promoting the welfare of all children, young people and commitment.

You have a responsibility for contributing to the reduction of infections.

This is not a contractual relationship between Newcastle upon Tyne Hospitals NHS Foundation Trust and the volunteer.

