



Volunteer Role Description

Charity Volunteer

Post	Charity Volunteer
Location	Various Sites within Cardiff and Vale UHB
Reports to	Lucie Barrett, Senior Fundraising Officer
Accountable to	Charitable Funds Team UHW

Who We Are

Cardiff and Vale Health Charity are looking for dedicated volunteers to give an hour or two of their time (or whatever you can spare) to support the development of the charity within the local community. Cardiff and Vale Health Charity is the official charity of Cardiff and Vale University Health Board.

The work of the charity helps to enhance and support the services provided by the UHB which is primarily to provide day-to-day health services to around 500,000 people living in Cardiff and the Vale of Glamorgan.

We purchase state-of-the-art equipment; help to improve the environment and patient experience at UHB, as well as making sure that staff are trained with the latest knowledge or undertake first class research.



Description

The opportunity to volunteer on behalf of the Charity is flexible, and will fit in around your free time, work or personal commitments.

We will contact you when we have an event or need support in your area to see if you can help. If you're not available, then we will keep your name on the list for the next time.

As a volunteer in our fundraising department, you will help us to grow and develop the awareness of our charity, and generate support in our communities.

If you've got what it takes you'll be involved in vital activities to support our charity and some of the tasks may include:

- Collecting money for Cardiff and Vale Health Charity at supermarket entrances, sporting venues and other public locations
- Speaking to the public and raising awareness of the UHB charity
- Distributing and servicing collection tins to locations within your local area and paying in funds
- Producing information packs for volunteer-led events, i.e. leaflets, flyers, stickers
- Collecting charity supplies from the fundraising office, i.e. collection buckets, banners, leaflets
- Keeping fundraising notice boards up to date and presentable around UHB and public locations
- Assisting with the delivery, sorting and distribution of donated gifts from the public
- Acting as a marshal at public events in strategic locations, i.e. meet or greet, marshalling walkers or cyclists at fixed route points, etc.
- Cheering participants on and awarding awards to event participants
- Logging event participants as entrants and ensuring that they complete
- Putting up signs, balloons, banners across our sites and at events
- To make service users, visitors and the general public feel welcome by directing or escorting them to events

What you'll get:

- Full support from the fundraising team
- The opportunity to meet and volunteer with new people
- The satisfaction of assisting others and providing an important service to the Charity and the community
- A chance to boost your CV by developing valuable skills
- Expenses paid within agreed guidelines

We are looking for Volunteers who are:

- Patient
- Willing to stand outside in all weathers
- Able to represent the charity appropriately and enthusiastically
- An interest in health care and the services that the UHB provides
- Good communication, numeracy and organisation skills
- Strong local knowledge
- Honest and reliable
- To complete bucket collections, 18 years old and over
- To be presentable and smart, always wearing the volunteer uniform and identification badge provided

Important Notes

- This role involves liaison with service user's staff and the general public and it is essential to adopt a courteous and professional manner at all times.
- Strict maintenance of confidentiality confidence is essential in this role and is explained in the Cardiff and Vale UHB Confidentiality form signed by all volunteers
- The Volunteer will be required to attend mandatory training days and staff support meetings as arranged
- The Volunteer will be reliable in terms of availability offered and should try to give reasonable notice of non-availability
- The Volunteer must wear their identification badge at all times whilst on duty, along with any uniform that has been provided
- The Volunteer should not handle any monies or accept gifts not specific to fundraising. If gifts are offered, please inform the Fundraising Manager or Deputy in their absence
- The Volunteer must maintain a high standard of personal hygiene and awareness of strict infection control procedures
- The Volunteer will not undertake any duties that have not been previously agreed.