



# The Friends of St Cross

We support The Hospital of St Cross, Rugby  
and the local community and mental health services



## **Role Description: Receipts and Distribution (R & D) Service Volunteer**

**Responsible to:** Receipts and Distribution Service Co-Ordinator

**Accountable to:** Board of Trustees

### **Role Outline**

#### **Learning and development**

To ensure you have the skills and knowledge required for this role, you will need to complete around 5 hours of induction, training and development within the first 4 weeks. At the induction you will receive a copy of the Volunteers Handbook which contains a summary of UHCW Policies and procedures.

#### **Desired Skills/Experience required**

- Good communication and interpersonal skills
- Ability to work with others as well as independently
- An ability to learn the lay-out of the hospital well

#### **Time Commitment**

Shifts are available on Mondays to Fridays between 8:00 and 12:00.

We would prefer volunteers to commit to at least one shift per week or fortnight of 3 to 4 hours, with a minimum commitment to the role of 6 months

Always ensure you are aware of your shift time and arrive in good time. If you are unable to attend, please try to obtain a replacement by contacting fellow volunteers on the standby list provided by the Service Coordinator or swapping with a colleague on the rota. If this is not possible, inform the Service Co-ordinator in good time.

Please advise the Service Co-ordinator of any planned long-term absences.

#### **General Volunteer Responsibilities:**

- All volunteers will be required to attend mandatory training sessions together with an induction programme and role specific training and comply with this training. We will provide on-going updates and information at regular intervals whilst you are volunteering with us
- Always sign in and out of your shift for Health and Safety requirements and to ensure attendance records are accurate



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- Volunteers must certify that there has been no change, or advise of any change there has been, to their DBS or health status on an annual basis.
- You must ALWAYS wear an identity badge, uniform and protective shoes.
- Volunteers must conform to all Trust policies and procedures that they are made aware of.
- Report any accident or issues arising on duty to a member of hospital staff.
- Be accountable for upholding the values of Friends of St Cross and be responsible for your own attitude and behaviour.
- Respect patient confidentiality at all times.

## **Key Tasks**

- Booking in goods delivered by couriers.
- Identifying the department or ward that have ordered the goods received and labelling them so that the porters can deliver these.
- Picking items from stock that have been requested by departments and wards and labelling them so that the porters can deliver these.
- Answering the phones.
- Ensure Manual Handling procedures are followed at all times.

## **Diversity**

Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy.

## **Safeguarding**

The Trust is committed to ensuring the safeguarding of vulnerable adults/children in our care. All employees/volunteers are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate.

## **What can you expect from us?**

You will be fully supported by the Board of trustees and other service coordinators.