

Events Helper  
Volunteer Role Description

<b>ROLE TITLE</b>	Events Helper
<b>DEPARTMENT</b>	Events, Fundraising
<b>DAYS/HOURS OF DUTY</b>	Flexible, A number of times a year
<b>REPORT TO</b>	Event Manager
<b>ACCOUNTABLE TO</b>	Head of Fundraising
<b>KEY RELATIONSHIPS</b>	Event manager and staff, wider fundraising staff and volunteers, supporters and the general public.

### ROLE SUMMARY

Saint Francis Hospice is an amazing place to be and provides an incredibly valuable service to the local community. We provide care and support to people with a life-limiting illness, as well as their families and carers - you can be a part of this experience, whether you can give just one hour or more.

Volunteering roles span across the Hospice organisation, supporting the work that is done both on site, out in the community, at our events or in our stores. We couldn't do what we do without our volunteers so we're incredibly grateful that you're thinking about becoming a part of our Hospice family.

As an event volunteer you will be representing Saint Francis Hospice at one or more fundraising events that are held throughout the year. These may be events which have been organised by Saint Francis Hospice or they may be events that have been organised by a supporter of Saint Francis Hospice. You will be expected to interact with the public and supporters at our events, completing various roles on the day of the event.

### MAIN DUTIES

This is a varied role which can change depending on the type of event, including but not limited to:

- To help unload equipment and set up the event; erecting tables and gazebo, arrange decorations and marketing materials, work and refreshment stations, etc.,
- To meet and greet visitors/participants/supporters, thank them for their support, give directions and answer any queries they may have.
- To help take down the event, load the vans and clear the site.
- To undertake an event specific role such as car park or route marshal, working in the refreshment tent, manning a water station, check participants in/out, sell raffle tickets, sell merchandise, bucket collections or host a fundraising activity, etc.)
- To provide a friendly and welcoming atmosphere to all events attendees
- To maintain contact and provide important feedback to the event leads and/or the event managers at the location.

## ADDITIONAL REQUIREMENTS OF THE VOLUNTEER

**CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE:** volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers; and other hospice matter, during the course of their duty. This will include legislation and hospice policies and procedures the Care Quality Commission expect to see adhered to when they inspect the hospice services.

**VOLUNTEER AGREEMENT:** volunteers, when commencing volunteering, are agreeing to adhere to the hospice's policies and procedures; and other important factors, including those listed below. A breach of the Agreement will be taken seriously. Information will be provided and copies of pertinent policies can be made available upon request.

**EQUALITY & DIVERSITY:** The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities. Whilst, all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice, volunteers are also expected to adhere to the hospice's policy on equality and diversity.

**FIRE/HEALTH AND SAFETY:** All volunteers must adhere to the hospice policy covering Fire and H&S and be guided by staff when elements of Fire and H&S are made aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not. Information will be provided by Hospice staff to Event Helpers at each event.

**HOSPICE IDENTITY BADGES:** Hospice ID badges, when provided, must be worn at all times whilst on duty.

**SMOKING:** Smoking is not permitted at any point whilst on duty, even if outdoors; volunteers will need to make use of whatever smoking area is available.

**TRAINING:** All volunteers, when starting, complete a number of short topics, which are 'mandatory' subjects. There will also be induction training within the department where volunteering. Training topics are viewed through eLearning, but hard copies of the topics can be made available to any volunteers who do not have access to a computer. Other training opportunities will be explained by the volunteer's supervisor from time to time.

### Events Helper

E = ESSENTIAL	D = DESIRABLE
<b>Skills/Abilities/Knowledge</b>	
<input type="checkbox"/> Good organisational skills.	D
<input type="checkbox"/> Reliable, knowledgeable and professional demeanour.	E
<input type="checkbox"/> Flexibility to attend a variety of events.	D
<input type="checkbox"/> Ability to use your own initiative and to work unsupervised.	E
<input type="checkbox"/> Knowledge of hospices and work of Saint Francis Hospice.	D
<input type="checkbox"/> Knowledge of event organisation and the logistics to deliver excellent participant experience.	D
<input type="checkbox"/> Strong team player with a willingness to work with staff and volunteers of all ages and abilities.	E
<input type="checkbox"/> Friendly and helpful manner towards event attendees.	E
<b>Experience</b>	
<input type="checkbox"/> Experience working with a range of people of all ages and abilities.	D
<input type="checkbox"/> Experience working at a variety of events and occasions.	D
<b>Other Requirements</b>	
<input type="checkbox"/> Able and willing to walk, lift and load/unload vehicles.	D
<input type="checkbox"/> Able and willing to travel to event locations across Brentwood, Havering, Barking and Dagenham, Redbridge and West Essex	E