

Volunteer Task Description

Driver's Mate/ Warehouse Operative

Purpose of Role

To assist in providing good quality second-hand furniture and household items to people in need and/or assist with deliveries/collections for the SCRATCH shop.

Key Tasks

- Finding and sorting the goods to be delivered at the start of the day
- Loading and unloading the vehicles with goods for delivery and collection
- Help the driver with delivering the goods to client's homes
- Collecting goods from the public
- Sort the goods as they arrive in the warehouse and store them in the correct areas
- Carry out minor repairs to items of furniture/ensure it is clean
- Break down all goods for recycling and keep rubbish to a minimum
- Treat all clients in a friendly and polite manner
- Maintain client confidentiality at all times

General Responsibilities

- Comply with SCRATCH's volunteering policies at all times - including **Health and Safety, Confidentiality, Equality & Diversity and Green Housekeeping**
- Take shared responsibility for safety & maintenance of the vehicle during the shift; including reporting any accidents or incidents to the project coordinator and any damage caused to the vehicle
- Make sure the premises are kept clean and tidy

Time Commitment

Is negotiable, but ideally one shift a week (AM or PM). Operating hours are Monday to Friday 08.30am to 4.30pm

Location

The post is based at Unit 33, Mount Pleasant Industrial Estate, Southampton SO14 OSP or 85 Station Road, New Milton, Hampshire, BH25 6JD

Expenses Reimbursement of out of pocket travel expenses between home and volunteering location and subsistence expenses (e.g lunch) if volunteering for more than 4 hours at a time.

Supervision and Support: Provided by the Furniture Manager (Ian Dowdell) or duty member of staff at New Milton site. You will also be supported by the Employment Support Officer (Polly)

Who are we looking for?

SCRATCH is an inclusive charity. However, some tasks require specific capabilities.

We are looking for people with a "can do" approach, who are committed to SCRATCH's aims & values to tackle hardship. You need to be physically fit. A good team player and communicator and willing to work flexibly. Willingness to attend support sessions and training is essential.