



Volunteer task description

Drivers Mate / Warehouse Operative

(6 Month work experience programme)



Purpose of the role

To assist in providing good quality second-hand furniture and household items to people in need and/or assist with deliveries and 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 the client's home.
- Collecting goods from the public.
- Sort 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 time.

General responsibilities

- Always comply with SCRATCH's volunteering policies – **including health and safety, Confidentiality, Equality and diversity and green housekeeping.**
- Take shared responsibility for safety and 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 a minimum of one full day. Operating hours are Monday to Friday 8:30am – 4:30pm.

Location

The post is based at Unit 33, Mount Pleasant Industrial Estate, Southampton, SO14 0SP.

Expenses

Reimbursement of out of pocket travel expenses between home and volunteering location and other reasonable expenses as agreed with supervisor.

Supervision and support

Provided by Warehouse Operations Manager, or duty member of staff and Volunteer Manager.

Who are we looking for?

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

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