



Shop Volunteer

Making a difference in your local community

OUR CHALLENGE

It costs more than £10 million each year to provide our free, high quality care to patients and their families. Our charity shops, which you'll find on local high streets throughout our care area from Weybridge to West Ealing and Barnes to Banstead, play a vital role in supporting the Hospice to meet our fundraising targets.

HOW YOU CAN HELP

A big team effort is required to keep the shops running on a day-to-day basis, so whether you'd prefer a customer facing or a more behind the scenes role there will be lots to keep you busy. You'll enjoy a wide variety of activities such as;

- assisting and serving customers
- operating the till and promoting Gift Aid
- helping to create attractive window displays
- keeping the shop clean and tidy
- sorting, steaming, cleaning and pricing the many items that are generously donated.

Above all else, being a friendly welcoming face for customers and donors.

IMPACT YOU WILL MAKE

Our shops are busy hubs of activity within the local community and shop volunteers are at the heart of the action! Your role as a Shop Volunteer makes a significant contribution to the income generation that is so crucial in enabling us to continue to support patients and families through the most difficult of times. Every action delivered with kindness and compassion contributes to the overall impact that the Hospice has across our community. Each shop is enriched by the time and energy that our volunteers bring to their role.



Princess Alice
Hospice

Princess Alice Hospice
is a centre of
excellence.

We **believe** that end of life care is about helping people **live every moment to the full**, in comfort and dignity. It's about creating a space, whether in our Hospice or at home, where **families** can enjoy **special** moments and make precious **memories**.

Every day we're improving our services. And we've made it our **mission** to reach even **more people** with the **expert** end of life **care** everyone deserves.



I volunteer because I just love doing it. You learn so many different skills, for example, customer service skills...paying attention to detail...meeting new people and meeting new friends and you're supporting a really really great cause and really helping your community.

Mae, Kingston Shop Volunteer



DO YOU HAVE THE TIME?

Ideally, you will be able to commit to at least one 4-hour shift per week or every other week.

Our shops are open 7 days a week. Shop volunteers typically complete a taster shift or two before committing to the role.

YOU WILL...

- Be a team player and become part of our wider volunteer community
- Get to meet lots of new people and make new friends
- Get to use existing and develop new skills
- Be attentive to detail
- Be self-motivated, reliable and a good timekeeper
- Be friendly and approachable

WE WILL...

- Set you up for success by providing on-the-role training
- Reimburse pre-agreed travel expenses
- Send you our monthly volunteer e-newsletter with all the latest updates and information
- Invite you to our social events and forums
- Provide full access to the PAH education programme

Our values inspire us and ensure that our care is nothing short of outstanding – every time, for every patient and family. Do you share them? If the answer is ‘yes’, you could be one of those special people we’re looking for to join our team!

I - Integrity

C - Compassion

A - Accountability

R - Respect

E - Excellence

If interested in becoming a **Shop Volunteer**, we’d love to hear from you!

Start your volunteering journey here:



If you have any questions, please contact the Volunteering Team: volunteering@pah.org.uk
Phone: 01372 461 856

@PAHospice

