

Charity Hub Volunteer Role Description

Name of Organisation: University Hospitals Birmingham (UHB) Charity

About the Organisation: UHB Charity exists to support UHB Foundation Trust which covers Heartlands, Good Hope, Solihull and Queen Elizabeth Hospital's in Birmingham. It funds equipment, research, facilities and training that benefit staff, patients and visitors.

Role Title: Charity Hub Volunteer

Location: Queen Elizabeth Hospital Birmingham / Heartlands Hospital / Solihull Hospital

Purpose of role: Our hubs are the visual presence of the Charity at each hospital and allow anyone to drop in and speak to us without making an appointment.

Role Description: Our hub volunteers are the smiling face and beating heart of the Charity. Whether it's advising a member of staff on how to get funding for their ward, accepting a donation from a patient or selling merchandise, you will be on hand to help and advise.

Time Commitment: A hub shift is usually 3 hours and ideally you would commit to covering at least one hub shift a week

List of examples of tasks

- Counting fundraising donations and providing a receipt
- Accepting card and cash payments using a tablet and Zettle till system
- Creating displays for merchandise – a chance to get creative!
- Tidying and maintaining the hub area to create a good impression to visitors
- Restocking leaflets
- Chatting to patients and fundraisers and hear more about their reasons for supporting the Charity

Skills/ Experience needed

- A polite, friendly, approachable manner
- Smart appearance
- A love of meeting and helping new people
- A willingness to learn about all aspects of the Charity
- A good grasp of written and spoken English
- An ability to count, add up and handle cash following set procedures
- No experience needed as full training will be provided

Benefits to volunteer

- Social aspect – a fantastic way to meet lots of different people
- Flexibility – we have various time slots available from Monday to Friday between 10am and 4pm
- A way to give back to your local hospital

Training/ Expenses

Full training will be provided and you will have a dedicated Volunteer Co-ordinator to support you in your role.

Reasonable travel expenses can be claimed in line with our Volunteer Expenses Policy.

Recruitment Process

1. Complete an application form
2. Have a face to face meeting with our Volunteer Team to ensure that the role matches your skills and desired outcomes
3. If happy to continue, complete our onboarding process which includes a DBS check and mandatory training
4. Start role and role specific training.

Other information

This voluntary opportunity is unpaid.

The Charity is committed to supporting and training volunteers and volunteers will be provided with a named contact for support throughout their journey.