

## Position Description

<b>Role:</b>	<b>Volunteer Truck Hand</b>
<b>Reporting to:</b>	<b>Retail Operations Coordinator and/or Staff Drivers</b>
<b>Hours:</b>	<b>8.30am – 3pm on agreed days</b>
<b>Location:</b>	<b>3 McMillan Court, Newlands</b>
<b>Date Prepared:</b>	<b>August 2022</b>

### Purpose of the role

The retail shops are a major fundraiser for Mary Potter Hospice and the volunteer truck hand's role is to assist with the operation of the Hospice retail vehicles. The role is responsible for the collection and delivery of Mary Potter Hospice Shops small goods, furniture, supplies and the collection and disposal of rubbish and recycling

### Key Tasks

- To contribute towards the trucks running as timely and cost effectively as possible
- To load the trucks in a manner that safely minimises the amount of truck runs required
- To protect and handle with care all the items carried on our vehicles
- Reporting and communication with the Retail Operations Coordinator, truck drivers and other staff as required
- The day-to-day collection and delivery of donated goods between our stores, customers, patients and our warehouse

### Health and Safety

- Carry out all activities within the guidelines set out by Mary Potter Hospice's Health & Safety policies and procedures
- Report all identified hazards, incidents (including near-misses) and accidents and carry out investigations with retail staff as required
- Identify, minimise and report risks
- Participate in mandatory health and safety training as mandated

### Key Competencies

- Works well within a team and able to use initiative
- Excellent communication and interpersonal skills
- Ability to work effectively as part of a team
- Excellent Customer Service skills
- High level of integrity
- Clean, full and current driver's lice (HT not required)
- Ability to undertake heavy lifting (up to 2 person 60kgs lifts)

Signed: ..... Date: .....

(Job Holder)

Signed: ..... Date: .....

(Director)

## Appendix

### Our vision

That people in our communities who need palliative care have access to compassionate and quality care, when and where they need it.

### Our values

- Mana/Respect
- Aroha/Compassion
- Rangatiratanga/Dignity
- Manaakitanga/Hospitality
- Kaitiakitanga/Stewardship

Please refer to our code of conduct for more detailed information on our vision, values and approach

