



Volunteer Collector

Responsible to: Community Fundraising Assistant
Collection Coordinator

Location: Various locations around Birmingham

Hours / days: Flexible depending on your availability – although collections are most often at weekends

Making a Difference

Birmingham St Mary's Hospice Collectors are volunteers who love meeting people, care about their local community, and who want to volunteer and have fun at the same time! As a Collector, you will play a valuable role in generating much needed funds for the Hospice, and promoting the work of the Hospice in your local community.

The Community Fundraising Assistant will be on hand to offer support and advice where needed.

Key Duties

You will...

- ✿ play a vital role in supporting your local Hospice
- ✿ act as a local representative for BSMH
- ✿ collect money at a variety of locations – from supermarkets, to busy high streets, to theatres, to football stadiums, to supporting our Annual Street Collection
- ✿ be met at a specified meeting spot on the day of a collection by a Coordinator, who will issue you with a collection tin or bucket, Hospice t-shirt and Hospice merchandise to hand out
- ✿ be asked to return these materials to the Coordinator at the end of the collection
- ✿ be issued with a permit copy, and rules and regulations (where necessary) – these must be adhered to at all times
- ✿ be updated on the total raised once the money has been counted.

Will the role suit me? YES, if you are...

- ✓ Enthusiastic & cheerful with a positive attitude
- ✓ Reliable & trustworthy
- ✓ Good with people and enjoy interacting with the public
- ✓ A team player
- ✓ Respectful of diversity
- ✓ Passionate about helping families in your local community

What can BSMH offer me as a volunteer?

- ✓ The feel good factor – knowing that you are making a difference and supporting your local community
- ✓ An opportunity to develop new skills and add to your CV
- ✓ Training where relevant – i.e. knowledge about the Hospice

For more information, please contact:
Sarah Barber, Community Fundraising Assistant
sarah.barber@bsmh.org.uk or 0121 472 1191

Birmingham St Mary's Hospice, 176 Raddlebarn Road, Selly Park, Birmingham, B29 7DA

Registered Charity No. 503456



Volunteer Agreement

Here at St Mary's we strive to ensure that Fundraising volunteers have the best possible volunteer experience and that what you do is legal, safe and successful. This agreement is intended to be a guideline highlighting what you can expect from us and also what behaviours and standards we expect of you whilst representing the Hospice.

Our Fundraising team is expected to ...

- ✿ provide you with knowledge of the Hospice and where you fit in
- ✿ provide a role description
- ✿ provide you with support and clear lines of communication
- ✿ provide you with the equipment and materials to successfully carry out your role
- ✿ provide you with information regarding location facilities including parking, travel, toilet facilities, refreshment breaks, what to wear etc
- ✿ keep you informed of cancellation and contingency plans (where applicable)
- ✿ conduct a risk assessment and take steps to ensure risks are minimised as far as possible and provide you with sufficient information to be able to assess your own safety and avoid problems
- ✿ brief you on health and safety matters, emergency procedures / first aid
- ✿ insure you whilst carrying out Hospice business
- ✿ issue you with a permit copy, rules and regulations (where necessary) – these must be adhered to at all times
- ✿ provide you with guidelines for carrying money
- ✿ ask for your permission to take your photograph for publicity purposes
- ✿ only keep your personal information for as long as needed and won't share this information without your permission
- ✿ feedback on your success and update you on the total monies raised once counted
- ✿ provide you with an opportunity to feedback on your experience
- ✿ deal with any complaints fairly and promptly
- ✿ provide you with information on future volunteering opportunities
- ✿ thank you and recognise your contribution

Fundraising volunteers are expected to ...

- ✿ turn up at the right place at the right time or inform Hospice otherwise
- ✿ adhere to role description recognising limitations and boundaries
- ✿ participate in any briefing or debriefing as required
- ✿ contribute to good teamwork and respect diversity of team members and the general public
- ✿ be courteous and polite when interacting with the public and avoid use of bad language
- ✿ dress appropriately and consider the right clothes for weather conditions (where applicable)
- ✿ avoid use of drugs, alcohol and comply with no smoking regulations whilst 'on duty'
- ✿ comply with guidelines etc to ensure safety of self and others
- ✿ comply with regulations and keep on the right side of the law
- ✿ consider the Hospice's reputation at all times
- ✿ report any hazards, accidents, incidents or complaints
- ✿ complete agreed hours or inform the Hospice if situation changes
- ✿ be honest and trustworthy returning monies collected as soon as possible
- ✿ return any Hospice equipment and materials as required
- ✿ have their say and feedback on their experience
- ✿ have fun!

This volunteer agreement is binding in honour only and is not intended to be a legally binding contract