

Volunteer Collector Sweetheart Street Collection



Responsible to: Community Fundraising Assistant
Collection Coordinator
Location: Birmingham City Centre
Hours/days: Sunday 12 February during one of the following timeslots:
10am-12noon, 12noon-2pm, 2-4pm.

Making a Difference

Birmingham St Mary's Sweetheart Street Collection is taking place on Sunday 12 January 2012 in Birmingham City Centre. In the last year alone, collections have raised over £30,000 for our Hospice. So why not join our Valentines-themed collection?

As part of the collection, you are also invited to a pre-event briefing on Wednesday 8 February, 7-8pm at the Hospice. As well as receiving information on the collection itself, it is also a great chance to meet the other volunteers and learn a bit more about what we do here at Birmingham St Mary's Hospice.

There will be a Community Fundraising Assistant and/or a local Coordinator on hand to offer support and advice where needed on the day of the collection. So why not add a splash of red or pink to your outfit and come and give a couple of hours of your time to help a great cause? As well as raising money for the Hospice, it is a great opportunity to make new friends and have fun!

Key Duties

You will...

- ✿ play a vital role in supporting your local Hospice
- ✿ act as a local representative for BSMH
- ✿ collect in your local community as part of a city-wide team
- ✿ be met at the specified meeting spot on collection dates by a Coordinator who will issue you with a collection tin/bucket, t-shirt and merchandise to hand out
- ✿ be asked to return these materials to the Coordinator, at the end of the collection
- ✿ also be issued with a permit copy, 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
- ✓ Respectful of diversity
- ✓ A team player
- ✓ Good with people and enjoy interacting with the public
- ✓ 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
- ✓ An opportunity to meet new people make new friends
- ✓ Add to your CV
- ✓ A fun day out!

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



Volunteer Agreement

Here at St Mary's we strive to ensure that Hospice 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 the Hospice and also what behaviours and standards we expect of you whilst representing the Hospice.

The Hospice 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
- ✿ keep you informed of cancellation and contingency plans
- ✿ 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

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
- ✿ 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 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