

## **Volunteer Task Profile**

**Volunteer Position:** Donation Centre Volunteer

**Reports to:** The Donation Centre Management Team

**Location:** Unit 14, Fieldhouse Way Industrial Estate, S4 7SF

### **Introduction to St Luke's**

St Luke's is a Sheffield-based hospice caring for adults with terminal illnesses, including cancer, HIV, and end-stage heart, lung, kidney, and neurological conditions. We support around 1,800 patients each year, many in their own homes, helping manage pain and provide comfort and emotional support. We also offer counselling and practical help to families. Our work is made possible by over 800 volunteers and 270 staff, alongside vital income from our retail shops, fundraising, and donors. Volunteering with us means being part of something truly meaningful - every hour you give helps us care for more people when they need it most.

### **Overall Purpose of the Role**

We have a number of exciting volunteer roles available to support the operations of our Donation Centre (DC). As the central hub for donations and stock processing, the DC plays a vital role in helping us make the most of the generous donations we receive.

Most of our shops have limited space to store donations, which means the DC is essential for holding and sorting larger volumes of stock. Volunteers help us ensure that high-quality items are quickly processed and distributed to our shops, where they can be sold to raise vital funds. The DC also helps us recycle unsellable items responsibly.

Whether you're sorting donations, preparing stock for shops, or helping take donations on the donation door, your contribution helps us to make the most of every donation.

### **How you can support us**

- Provide excellent customer service to the team and our visitors
- Sort and unpack deliveries and donations
- Meet and greet donors in a polite and helpful manner
- Ticket garments and label items
- Move donations into storage
- Pack goods for distribution to our shops across Sheffield
- Look out for collectable or vintage items for our eBay and Vintage Teams
- Help keep the DC clean, tidy, and safe at all times

- Be flexible, willing to learn, and follow guidance and processes

### **How can we support you?**

- Provide the opportunity to meet interesting and diverse people.
- Encourage you to give back to the community in a direct and meaningful way.
- Help you develop a valuable portfolio of skills.
- Offer experience and knowledge to support your job applications.
- Give you the chance to gain a recognised qualification\*.
- Invite you to our Volunteer Celebration Events.
- Support you with advice and provide references.
- Reimburse reasonable travel expenses in line with our Volunteer Policy.

\*T&C's apply, please ask for more details.