



## Volunteer Role Descriptions

### Background:

Noah's Ark Children's Hospice is a charity set up in 1999 whose aim is to establish a children's hospice service for children living in the communities of North London and South Hertfordshire. The children Noah's Ark aims to help are 'life-limited' - they have conditions which mean they are not expected to reach adulthood.

Living with the diagnosis of a child's life-limiting condition places an enormous strain on the whole family. The ill child, siblings and parents suffer considerable stress and many families find it hard to cope with the emotional and physical demands of providing 'round the clock' care. If families are to survive and care for their child effectively they need strong emotional, social and practical support.

Noah's Ark Children's Hospice relies entirely on donations from voluntary groups and successful applications to Grants and Trusts. Children's Hospices usually receive little or no support from statutory funding. Following a department of health review into Children's Hospices in May 2007 this is likely to change, but our families don't have the gift of time.

### Volunteering with Noah's Ark:

- ★ To become an official volunteer, **you need to be 16 years old or over** - if you are under 16, please get in touch with our Fundraising Team who can give you some suggestions on how you can support us.
- ★ All volunteers will receive a full induction to Noah's Ark Children's Hospice
- ★ Training will be provided to prepare volunteers for their voluntary role. For volunteers working directly with children and families this training is compulsory and additional training will be provided as required
- ★ Support will be provided by Noah's Ark Staff and will take the form of regular phone calls, one-to-one and group support sessions.
- ★ Expenses, including travel costs, will be reimbursed as agreed by the Volunteer Development Manager
- ★ Volunteers must be willing to undertake a CRB and provide names and addresses of two people who could provide character references

Noah's Ark is committed to working with families from all faiths, cultures and ethnic backgrounds and we are keen to recruit a diverse pool of volunteers who will be able to meet the needs of our families.

We are always looking for volunteers in the roles below. However, if you have any specific skills, interests or ideas about other ways you may be able to support us, please let us know - we would love to hear from you!

**Please Note: These descriptions are only a guide to the primary tasks for the role**

# Administrative Volunteer

## Purpose of role:

At Noah's Ark we often need help with administration in all areas. If you would like to support us with administration on either a regular or occasional basis we would love to hear from you.

Specific administration roles are available, and role descriptions are distributed to registered volunteers on a regular basis. You will be sent a Volunteer Newsletter called 'Floating the Ark' every other month which will update you on any specific roles so please ensure you check this.

## Main activities/tasks:

Tasks will vary, depending on the specific administration role. However, examples of support needed will include:

- Help with day to day administration, usually using a PC
- Answering the phone
- Filing and general office administration
- Carrying out research
- Large mail outs
- Counting money
- Inputting information on to our database

## Qualities/experience/skills needed:

- Computer/internet skills necessary for most administration roles
- Friendly, enthusiastic with good communication skills
- Previous experience of working within an admin environment is preferable
- A commitment to abiding by all data protection and confidentiality policies within Noah's Ark

## Location:

Noah's Ark Children's Hospice – Main Office  
3 Beauchamp Court  
Victors Way  
Barnet  
EN5 5TZ

## Minimum Age:

16 years

## Role Availability:

We have specific administration roles for volunteers to take on which may currently all be full, but please ask for current role availability.

# Receptionist Volunteer

## Purpose of role:

Since moving to our offices in Barnet, we are lucky enough to have a reception!! It is important to us at Noah's Ark that we give a professional and efficient impression to our visitors as quite often, these visitors are the source of our income. We would love to have a 'bank' of Receptionists who would be willing to undertake basic administrative tasks whilst also being a point of contact for any visitors

## Main activities/tasks:

Examples of support needed include:

- Manning Reception desk to be first point of contact for visitors
- Answering the phone and fielding them to relevant departments
- Taking deliveries of goods & recording them in the deliveries record book
- Filing and general office administration
- Help with mail outs
- Counting money
- Inputting information on to our database

## Qualities/experience/skills needed:

- Computer/internet skills necessary for most administration roles
- Friendly, enthusiastic with good communication skills
- Previous experience of working within an office environment is preferable
- A commitment to abiding by all data protection and confidentiality policies within Noah's Ark

## Availability:

We would need support during office hours which is Monday – Friday, 9.30am – 5.30pm. We would ask for a minimum of 1 shift per week, which could either be a morning shift (9.30am – 1pm) or an afternoon shift (1pm – 5pm). These times can be flexible depending on your availability and our requirements.

## Location:

Noah's Ark Children's Hospice – Main Office  
3 Beauchamp Court  
Victors Way  
Barnet  
EN5 5TZ

## Minimum Age:

16 years

## Role Availability:

We have a rota for Receptionist Volunteers which may currently be full, but please ask for current role availability.

# Family Day Volunteer

## **Purpose of role:**

To assist Noah's Ark staff with arranging and facilitating 'Fun Days' and outings for siblings and families of life-limited children.

This is a sociable, exciting and interactive opportunity to volunteer with children, young people and families.

## **Main activities/tasks:**

Noah's Ark hopes to provide regular events and outings for our children and families. We are looking for a team of reliable volunteers to help with some of the following tasks:

- Help on Sibling Days and Outings
- Helping to arrange Fun Days for our families
- Supporting staff on the family days by spending time with the children, supervising activities or being an 'extra pair of hands' to make sure they are having a good time and that their needs are met
- Helping with refreshments
- Help with transport (either driving the families to the Family Day or escorting a mini-bus for the Siblings Day)
- And lots more.....

## **PLEASE NOTE:**

Volunteers will not have sole responsibility for an ill child and will not be expected to undertake any activity which causes them concern

## **Qualities/experience/skills needed:**

Previous experience of working with children or families is not necessary, and we welcome volunteers from all backgrounds with all sorts of skills. However, volunteers will need:

- To be reliable and responsible
- Good communication skills
- Understand the importance of play
- Enthusiasm
- To be a good listener
- To be non-judgemental and committed to Noah's Ark's Equal Opportunities Policy

## **Availability:**

Days and times will vary depending on the specific activity but events will generally take place on a Wednesday, Thursday or Saturday and will vary in length. We would hope that volunteers could commit to 4 or 5 events a year and that attend 1 Family Day / Sibling Day every 4 months.

## **Location:**

Exact locations will vary, but events will generally take place in and around North London and South Hertfordshire (more specifically the London boroughs of Barnet, Enfield, Haringey, Camden and Islington)

## **Minimum Age:**

16 years

# Family Support Volunteer

## **Purpose of Role:**

To give practical and emotional support and companionship to family members during the child's life and during the period following the child's death if appropriate.

This is a rewarding opportunity to directly support children with life-limiting conditions and their families. Volunteering in this way will be a serious commitment but with it will come the deep satisfaction of building a close, professional relationship with our families.

## **Main activities/tasks:**

The needs of individual families will differ and much will depend on what skills and experience volunteers have. However, some examples of support needed are:

- Regular visits to a family to offer companionship and a listening ear
- Support with the children, for example helping with reading or homework, playing games, taking the children on outings or helping a parent to do so
- Assisting Noah's Ark Play Specialists working with the children and families
- Providing support on hospital visits
- Gardening, odd jobs, decorating, ironing/light housework
- Occasional shopping trips
- And much more...

**PLEASE NOTE:** Volunteers will not have sole responsibility for an ill child and will not be expected to undertake any activity which causes them concern.

## **Qualities/experience/skills needed:**

Although experience of working with children or families is desirable it is not necessary, and we welcome volunteers from all backgrounds with all sorts of skills. However, volunteers will need:

- To be reliable and responsible
- Good communication skills
- Enthusiasm
- To understand the importance of play
- To be a good listener and have the ability to provide emotional support
- Sensitivity to other peoples' feelings
- The ability to cope with stressful situations
- To be non-judgemental and committed to Noah's Ark's Equal Opportunities Policy
- It is hoped that volunteers can commit to supporting a family for a minimum of 18 months

## **Availability:**

Times are flexible and dependent on a volunteers' availability. Volunteers would usually commit visiting a family once a week/fortnight. Volunteers will also be required to attend one support session every three months.

## **Location:**

Noah's Ark supports families living in North London and South Hertfordshire (more specifically the London boroughs of Barnet, Enfield, Haringey, Camden and Islington). Volunteers will be matched geographically as far as is possible

## **Minimum Age:**

16 years

# Fundraising & Event Volunteers

## Purpose of role:

The success of any fundraising event relies on the support of our volunteers. The main purpose of this role will be to provide support to the Events Organiser either prior to the day and/or on the day of the fundraising event.

## Main activities/tasks:

### Prior to event

- Help with the mailing if needed
- Pack up items for the event and load cars
- Help with promotion by distributing the event posters to your local community centres, library, clubs etc

### At the event (dependant on the type of event)

- Man a stall
- Sell raffle tickets
- Set up/clear up
- Provide refreshments
- Face painting!

### After the event

- Put remaining stock and equipment away and unload cars
- Write and post thank you's
- Help count the money raised at event

## Qualities/experience/skills needed:

- You can be an out going person or reserved...it doesn't matter as we'll find an activity that suits you

## Location:

Exact locations will vary, but events will generally take place in and around North London and South Hertfordshire (more specifically the London boroughs of Barnet, Enfield, Haringey, Camden and Islington). If you are helping with event preparation this will generally take place at:

Noah's Ark Children's Hospice – Main Office  
3 Beauchamp Court  
Victors Way  
Barnet  
EN5 5TZ

## Minimum Age:

16 years

# Noah's Ark Ambassador

## **Purpose of role:**

To represent Noah's Ark Children's Hospice at local groups, societies & schools to help raise awareness of the work of Noah's Ark. We are constantly approached by various groups within our local community and asked to give a short talk on the work of Noah's Ark Children's Hospice. As you can imagine it is not always possible for us to attend all events and therefore your help would really make a difference in helping us raise awareness.

## **Main activities/task:**

- To attend gathering where a speaker have been requested from Noah's Ark
- To deliver talks on the work of Noah's Ark using the standard materials provided.
- Where possible set out a standard display of leaflets and other information about Noah's Ark.
- Liaise with Noah's Ark
  - Agree presentation material
  - Provide a short report on each event attended
  - Ensure correct handling of donations

## **Qualities/experience/skills needed:**

- Knowledge of the work of Noah's Ark is essential
- Previous experience of presenting to groups highly desirable but not essential
- Good presentation skills or the potential to develop quickly into a good speaker
- Experience of PowerPoint presentation would be desirable but not essential
- Ability to manage questions from the audience
- Access to a vehicle is desirable in order to carry leaflets and display stand where necessary.

## **Location:**

Exact locations will vary, but events will generally take place in and around North London and South Hertfordshire (more specifically the London boroughs of Barnet, Enfield, Haringey, Camden and Islington)

## **Minimum Age:**

18 years

# Organising own Fundraising Events for Noah's Ark

## Purpose of role:

If you are one of those people who is highly organised then this role is for you... ☺ You can organise any type of FUNdraising event and be as creative as you want to be... as long as it's not illegal, dangerous or harmful to ones health ☺. Depending on the type of event, we will be able to provide guidance and support where possible.

## Main activities/task:

- Carry out a risk assessment for your event.
- Make sure you get approval for any literature/promotional material from Noah's Ark.
- Ensure where licence is required this is issued.
- You must have lots of FUN

## Qualities/experience/skills needed:

- Loves to socialise
- Highly organised (this helps...trust me)
- Previous experience of organising events desirable but not essential

## Location:

It's up to you where you would like to hold your fundraising event. Just for your information Noah's Ark's main catchment area is North London and South Hertfordshire (more specifically the London boroughs of Barnet, Enfield, Haringey, Camden and Islington).

# Role: Charity Shop Volunteers

## **Purpose of role:**

Noah's Ark is due to open its first charity shop in early Autumn 2011, and we need your help in making this possible! To successfully run a charity shop, we need approximately 25 – 30 volunteers who are able to commit to a minimum of 3 hours a week to help us. Our very first shop will be in Barnet High Street.

We have appointed a Shop Manager in a full time paid position who will run the shop with a team of volunteers. Volunteers are vital in helping to sort donated goods, restock the shop floor, serve customers and undertake a variety of roles that will help the shop be as successful as possible. So if you have a few hours to spare each week, enjoy working with the public and love being surrounded by clothes, books and toys then come and support us and help to raise funds for Noah's Ark!

## **We have the following roles available:**

### **1) Volunteer Shop Assistant**

#### **Main activities/tasks:**

- Talking to customers and making them feel welcome – a smile goes a long way!
- Advising and helping customers with their purchases
- Operating the till and dealing with various methods of payment
- Answering customer enquiries
- Being aware of the security of the shop
- Creating attractive shop floor displays and eye-catching window displays
- Keeping the shop clean, tidy and well stocked
- Assisting the manager in ensuring stock and cash security
- Assisting the manager in welcoming and training new members of the shop team
- Promoting public understanding of the work of Noah's Ark and the importance of raising funds through the shop and the difference it makes

#### **Qualities/experience/skills needed:**

- The ability to get on with people and work as a team
- Friendly, enthusiastic and open to giving and receiving feedback to and from the Shop Manager
- Basic numeracy
- Retail experience desirable but not essential
- Willingness to participate in the relevant training and information update sessions
- A commitment to the role, good timekeeping and reliability – ensuring reasonable notice is given if unable to attend allocated shift, training or update session.

## 2) Stock Preparation Volunteer

### Main activities/tasks:

- Sorting donations of toys, books, clothes, shoes and accessories into saleable stock and items for recycling (this could take place either at the shop or at our warehouse/stock room)
- Preparing stock for sale by hanging, sizing, steaming and labelling each item
- Pricing garments at their full value to generate maximum income by considering the brand, quality and condition of each item – with advice from the Shop Manager

### Qualities/experience/skills needed:

- The ability to get on with people and work as a team
- Friendly, enthusiastic and open to giving and receiving feedback to and from the Shop Manager
- Basic numeracy
- Willingness to participate in the relevant training and information update sessions
- Retail experience desirable but not essential

## 3) Volunteer Driver

### Main activities/tasks:

- Working with the Shop Manager to arrange collections from members of the public at mutually convenient times
- Collecting/delivering stock to Noah's Ark's warehouse/stock room
- Providing an efficient and courteous service to our donors

### Qualities/experience/skills needed:

- The ability to get on with people and work as a team
- Friendly, enthusiastic and open to giving and receiving feedback to and from the Shop Manager
- Willingness to participate in the relevant training and information update sessions
- Full UK driving licence
- Your own vehicle

## Availability & Location:

The Charity Shop will be on Barnet High Street and will be open from Monday – Saturday, approximately 9am – 5pm. We ask volunteers to give a regular commitment of at least 3 hours a week.

## Training:

To become a Charity Shop Volunteer, we have a selection process set up. At Noah's ark we value volunteer support, but we are also aware that not all roles are suitable for everyone. The selection process is in place to ensure that the Noah's Ark staff get to know more about the individual, to ensure that you are given the correct training for the role and so you can also find out if this is a role you would like to undertake. The training process is:

- **Attend a Volunteer Induction** (*all potential volunteers have to attend one of these sessions before they are able to get involved in any capacity*)
- **Attend an interview with Volunteer Development Manager and Shop Manager**

- **Attend training specifically for the role** – covered over one 3 hour evening session and one 3 hour Saturday morning session

There will also be ongoing 'update sessions' which will be held approximately once every 3 months which Charity Shop Volunteers will be expected to attend to be given an update on Noah's Ark's progress and be informed of any shop related news.

**Minimum Age:**

18 years