



Action Cancer

Retail Volunteer Recruitment Information



Volunteering With Action Cancer

Volunteers are an important part of the Action Cancer ethos, as they add considerably to the quality of the service that Action Cancer provides. Also Action Cancer realises that the achievement of their goals is best served through the participation of members from the local community. To this end, we encourage involvement of volunteers in Action Cancer within all appropriate programmes and activities. We see it as our responsibility to continue to identify ways in which the work of Action Cancer can be extended by the involvement of volunteers as a core part of our team, with a distinctive but complimentary role alongside paid staff. All Action Cancer staff are encouraged to assist in the creation of meaningful and productive roles through which volunteers can gain personal benefits. We are committed to managing volunteers in a way that ensures the needs of both parties are met.

“Volunteering refers to: the commitment of time and energy, for the benefit of society and the community, the environment, or individuals outside (or in addition to) one’s immediate family. It is unpaid, and undertaken freely and by choice”.

A volunteer must be formally appointed and matched to their agreed role prior to starting their volunteering. Volunteers shall not be considered as employees of Action Cancer.



Action Cancer

Our Heritage

Established in 1973 by cancer specialist Dr George Edelstyn the initial aim of the charity was to fund pioneering research into chemotherapy and to support and sustain patients and their families during treatment. Our founders' vision for the future was that people of Northern Ireland would be free from the risk of cancer.

Since Action Cancer was formed we have been the only charity in the UK and Ireland to provide a screening service for breast cancer, leading the way in 2006 with the introduction of digital mammography. Then in the same year we developed another first; a state of the art articulated vehicle nicknamed the Big Bus, with on-board facilities for breast screening and health checks.

Through our clinic in Belfast, the big bus and the use of local community facilities each year we provide free breast screening to women 40-49 and 70+, support and therapeutic services and health checks in over 200 locations across Northern Ireland. We also deliver health checks, cancer awareness and health education programmes in schools and a wide variety of other settings.

We continue to lead the way in on health promotion, lobbying and campaigning on cancer and health related issues. For more information on what services are available in Action Cancer have a chat with your shop manager, check out the inshop Z cards or visit the Action Cancer website www.actioncancer.org

Our Mission Statement

Action Cancer is a Northern Ireland charity dedicated to saving lives and supporting people through cancer awareness, prevention, detection and support.

Retail Department

Retail Vision

To exceed our customers' expectations of charity retailing through:

- **Exceptional customer service**
- **Visually stunning shops**
- **Highly motivated teams**
- **Commercial product management**

Benefits of Volunteering with Action Cancer

- Helping to support Northern Ireland's leading cancer charity
- A happy and friendly volunteering environment
- Tea and coffee whilst volunteering
- Support with your volunteering needs
- Bi annual organisational volunteer celebration event
- Annual shop celebrations during volunteer week
- Contribution towards your shop volunteer Christmas lunch
- Training and development within your role
- Flexible volunteering times

Our Shops

We now have 18 shops across Northern Ireland

- Something Different (Lisburn Road)
- Cookstown
- Bangor Furniture
- Bangor Boutique
- Ballyclare
- Belmont Road Belfast
- Coleraine
- Lisburn Furniture
- Lisburn Boutique
- Lurgan
- Londonderry/Derry
- Andersonstown furniture and clothing
- Ormeau Road Belfast
- Cregagh Road Belfast
- Newry
- Enniskillen
- Carrickfergus



The Retail Team

Each of our shops has a shop manager who is there for your support and volunteering needs. You may also come in to contact with one or more of our six van drivers that work within the retail department, one maybe based directly from your shop.

Head office support for retail are the Retail Operations Manager and the Retail Development Officer who can be contacted through head office if you need any further support or have any issues that cannot be discussed with your shop manager.



Many thousands of people have been touched by the work of Action Cancer- through the early detection services in Belfast, and throughout the province, our information and support services for cancer patients, our Men's Health Programme, awareness initiatives such as Breast Cancer Awareness Month. But great challenges still lie ahead of us. Cancer is set to become the most common cause of death in Northern Ireland. Cancer treatment and detection have improved greatly, but there is still much more to be done. We rely heavily on the support and dedication of our volunteers to enable us to carry out this vital work. As well as providing a very worthwhile service volunteering with Action Cancer has great benefits for the volunteers themselves, such as:

- Having fun and sharing great company
- Training & development
- Relieving boredom
- Learning new skills
- Gaining confidence
- Improving self-esteem
- Helping a worthy cause
- Meeting new people
- Making friends
- Gaining valuable work experience to add to your CV

Helping out in one of our shops. This will involve providing customer service, sorting and merchandising stock, and contributing to the overall customer shopping experience.

Our shops are located across the province, including six Belfast locations: Cregagh Road, Ormeau Road, Something Different (Lisburn Road), Andersonstown Furniture, Andersonstown Boutique and Belmont Road.

We also have shops in Ballyclare, Carrickfergus, Coleraine, Enniskillen, Cookstown, L'Derry/Derry, Newry as well as furniture and boutique shops in both Lisburn and Bangor.

HELPING YOU TO HELP US

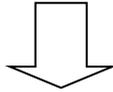
Action Cancer values its volunteers greatly and provides the necessary training and support to enable volunteers to effectively carry out their volunteering. In addition to this any expenses, such as travel expenses are reimbursed so that volunteers are not 'out of pocket' as a result of helping Action Cancer.

Volunteers are invaluable within Action Cancer and greatly support and enhance the work of staff. If you would like to be involved in this vital and lifesaving work please collect a volunteer application form from Reception at Action Cancer House, from your nearest shop, by email at info@actioncancer.org or call 028 90803344.

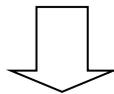
Opportunities exist for people of all ages whether they are working, unemployed, retired or studying. It does not matter how much time you have to offer as a volunteer. You can volunteer as little as an hour a month to 35 hours per week. Whatever your interest, skills and experience are there is sure to be a way you can help.

To Become an Action Cancer Retail Volunteer

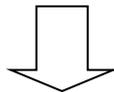
Find out about Action Cancer – visit our website, read our literature, talk to staff and volunteers.



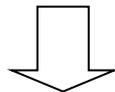
Collect a volunteer information pack from Reception, your nearest shop, email info@actioncancer.org or call 028 90803344 and ask for Katherine Young.



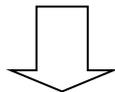
Complete and submit your Volunteer Application Form



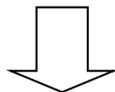
Attend informal chat. Await reference check



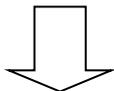
Where a suitable volunteering opportunity is available, start Volunteering in your chosen shop (locations all across Northern Ireland)



Attend Induction



One month settling in period



You are an Action Cancer Volunteer

Role Description for Shop Volunteers

<u>TITLE/POSITION</u>	Volunteer Shop Assistant
<u>GOAL OF POSITION</u>	To assist the Shop Manager in the day to day running of the charity shop.
<u>RESPONSIBLE TO</u>	The Shop Manager The Retail Operations Manager

MAIN TASKS

Listed below are all the various tasks carried out by volunteer shop assistants. Not every volunteer will carry out all of the tasks outlined below. The particular tasks carried out by the volunteer will depend on the specific individual circumstances of the volunteer and the demands of the shop. It is important to note that the responsibilities may change to meet the evolving needs of the shops. The specific tasks to be carried out by each individual volunteer will be agreed before the volunteer commences their voluntary duties. Volunteers also have the right to refuse unrealistic demands.

Sales

To assist the Shop Manager in:

- Maintaining the high standard of presentation on the shop floor
- Manning the till
- Displaying and merchandising stock
- Helping customers, advising them on their purchases and maintaining a high level of customer care
- Sorting through donations of clothing and accessories
- Steaming, sizing and presentation of donated goods on the shop floor
- Pricing items appropriately
- Recycling items that are unsuitable for sale

Health and Safety

- To carry out duties in accordance with Action Cancer's Health and Safety Policy and relevant Health and Safety Legislation

Experience and Skills Required

- Good communication skills
- Good interpersonal skills
- Ability and willingness to carry out volunteering duties as part of a team
- Willing to take up training as required
- Willing to abide by Action Cancer's policies and procedures

Action Cancer has eighteen shops throughout Northern Ireland, and like any other shop on the high street, it takes exactly the same skill and expertise to run and manage them properly. That's why we always need dedicated volunteers who can spare a morning or afternoon a week to help out in one of our shops.

Role Description for Van Volunteers

<u>TITLE/POSITION</u>	Volunteer Van Helper
<u>GOAL OF POSITION</u>	To assist the van driver with the delivery and collection of stock and the movement of stock in the shop.
<u>RESPONSIBLE TO</u>	The Van driver The Shop Manager The Retail Manager

MAIN TASKS

Listed below are all the various tasks carried out by van volunteers. Not every volunteer will carry out all of the tasks outlined below. The particular tasks carried out by the volunteer will depend on the specific individual circumstances of the volunteer and the demands of the shop. It is important to note that the responsibilities may change to meet the evolving needs of the shops. The specific tasks to be carried out by each individual volunteer will be agreed before the volunteer commences their voluntary duties. Volunteers also have the right to refuse unrealistic demands.

Stock Movement

- To assist the shop van driver in the lifting, carrying and movement of stock in shops, stock will include sofas, pianos, wardrobes, bags of clothing (this list is not exhaustive)
- To assist the shop manager and driver in the positioning of deliveries within the shop.
- To maintain a high level of customer care when delivering/collecting stock from customer's homes/businesses.

Health and Safety

- To carry out duties in accordance with Action Cancer's Health and Safety Policy and relevant Health and Safety Legislation.
- To carry out manual handling duties

Experience and Skills Required

- Good communication skills
- Good interpersonal skills
- Ability and willingness to work as part of a team

Action Cancer has eighteen shops throughout Northern Ireland, and like any other shop on the high street, it takes exactly the same skill and expertise to run and manage them properly. That's why we always need dedicated individuals who can spare a morning or afternoon a week to help out in one of our shops.

EQUAL OPPORTUNITIES

Action Cancer care is very special and its belief that the dignity of people must be maintained is vital to all working relationships. It is just as important in each Action Cancer shop/warehouse as it is in Action Cancer itself. The shop/warehouse is part of the public face of Action Cancer.

It means:-

- Treating people fairly and consistently
- Being open-minded and not generalising because of one bad experience
- Making positive approaches to all parts of the community
- Accepting the differences between people
- Not making assumptions such as 'young people are not reliable' or 'only a man could do that'
- Ensuring access where possible for disabled customers and shop volunteers
- Tailoring the volunteering role to meet the needs of the volunteer based upon their skill and ability level

It comes into every aspect of your work in the shop/warehouse but in particular when:-

1. Recruiting
2. In relationships between shop volunteers
3. Between shop volunteers and the customer

Shop managers will treat volunteers equally, if during the first meeting stage a volunteer highlights to the shop manager that they have a physical/mental health condition that may prevent them from carrying out certain roles in the shop the roles can be adapted to suit the needs of the volunteer. An example of this is if a volunteer highlights and issue that would limit their ability to stand for long period of time or lift items within the shop, it is the shop managers responsibility, where possible, to adapt the role i.e. provide a stool for the volunteer to use to take away the discomfort of standing for long periods or putting them in a customer service role/till operator role so that the volunteer is not required to lift heavy items. Or if a volunteer needs to maintain a routine within their volunteering role.

Action Cancer does not discriminate on grounds of age, gender, ethnic origin, religion, political opinion, sexuality, family commitments, educational level, disability, health issues or marital status.

WHO CAN VOLUNTEER?

Opportunities exist for people of all ages whether they are working, unemployed, retired or studying. It does not matter how much time you have to offer as a volunteer. You can volunteer as little as an hour a month to 35 hours per week. Whatever your interest, skills and experience are there is sure to be a way you can help.

Key Information

Settling in Period

All new volunteers will have a settling in period of one month. At this time you will evaluate and discuss your progress, what you have learned, how you feel about being a volunteer, your attendance, reliability and training. At this time both you and Action Cancer can review your position and if mutually suitable you are accepted as a fully-fledged volunteer.

Training

Knowing your shop and the way it functions is one of the best ways to feel part of the team and confident in your volunteering role in your shop. You will receive full training on all activities that you will carry out as part of your volunteering role to make sure you feel confident in the areas.

Support

It is important that you do not keep problems to yourself. If the problem is Action Cancer related or even if it is personal, or especially if the volunteering you are doing is raising issues and difficulties in your own life, please **DO** ask for help.

Reliability

It is very important that all volunteers come in for the times that they have agreed to volunteer. **Remember, we depend on you once you have given a commitment.** In the event that you are unable to come at your agreed volunteering time, please let the manager know **as soon as you are able to.** This allows us to find an emergency replacement. Continual time off will result in a review of a volunteer's role.

Confidentiality

Confidentiality is fundamental to our ongoing work in Action Cancer and it is so vital that any volunteer who breaches the confidentiality of Action Cancer will be required to leave.

Action Cancer's Ambassador

As far as the vast majority of the public are concerned, their only contact with Action Cancer is the person who they meet in the local Action Cancer Shop. In many respects then the volunteers act as an ambassador for Action Cancer, this means that shop volunteers should treat members of the public with respect and in a professional manner as they are representing the charity. Action Cancer volunteers are not permitted to speak to the media about Action Cancer without agreed permission.

Expenses

If you drive to and from the Action Cancer shop, or if you use public transport to get there and back home again the Action Cancer will reimburse any reasonable costs incurred. Travelling expenses claim forms can be obtained from your Shop Manager. These should be filled in each month and passed onto the Shop Manager. If you are claiming mileage your insurance must cover you for business insurance and a copy of your insurance given to the shop manager who will then pass this on to the HR department in Action Cancer to be stored.

For volunteers who are volunteering for a full day period, Action Cancer will reimburse up to £5 towards you getting your lunch on those days. You must present the receipt for your lunch purchase to your shop manager who will reimburse up to £5 for lunch.