**Volunteer task description**

**Drivers Mate/Warehouse Operative**

**Purpose of the role**

To assist in providing good quality second-hard furniture and household items to people in need and/or assist with deliveries, removals and collections.

**KEY TASKS**

* Finding and sorting the goods to be delivered at the start of the day.
* Loading and unloading the vehicles with goods for delivery and collection.
* Help the driver with delivering the goods to the client’s home.
* Colleting goods from the public.
* Sort goods as they arrive in the warehouse and store them in the correct areas.
* Carry out minor repairs to items of furniture/ensure it is clean.
* Break down all goods for recycling and keep rubbish to a minimum.
* Treat all clients in a friendly and polite manner.
* Maintain client confidentiality at all times.

**General responsibilities**

* Always comply with SCRATCH’s volunteering policies – **including health and safety, Confidentiality, Equality and diversity and green housekeeping.**
* Take shared responsibility for safety and maintenance of the vehicle during the shift; including reporting any accidents or incidents to the project coordinator and any damage caused to the vehicle.
* Make sure the premises are kept clean and tidy.

**Time commitment**

Is negotiable, but a minimum of 5 hours a week. Operating hours are Monday to Friday 8:15am – 4:30pm.

**Location**

The post is based at Unit 33, Mount Pleasant Industrial Estate, Southampton, SO14 0SP.

**Expenses**

Reimbursement of out-of-pocket travel expenses between home and volunteering location and other reasonable expenses as agreed with supervisor.

**Supervision and support**

Provided by Warehouse Operations Manager, or duty member of staff and Volunteer Manager.

**Who are we looking for?**

We are looking for people with a “can do” approach, who are committed to SCRATCH’s aims and values to tackle hardship. Applicants must be physically fit, a good team player and communicator, and willing to work flexibly. Willingness to undergo attend support sessions and training is essential. DBS check or risk assessment required.

**Interested?** Contact the Volunteer Manager: Polly Burton on 02380 773132 or email [Polly@scratchcharity.co.uk](mailto:Polly@scratchcharity.co.uk)

To find out more about SCRATCH charity at [www.scratchcharity.co.uk](http://www.scratchcharity.co.uk)

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