



FRIENDS OF CHELSEA & WESTMINSTER HOSPITAL: SHOP TROLLEY VOLUNTEERS WANTED

The Friends of Chelsea & Westminster Hospital charity (www.cwfriends.org.uk) has been working since 1993 to improve the hospital experience for patients and staff. We believe the little things can make a big difference.

We are looking for volunteers to take our Shop Trolley round the wards offering drinks, snacks, newspapers, toiletries and other items to patients. This role can really brighten the day for patients who may not have many visitors, or who are unable to leave their ward to purchase items to make their stay in hospital more pleasant. You will be joining a small, friendly team providing a really valuable and popular service.

Role Description

- Collect the Friends Shop trolley from the shop store room at start of shift and ensure it is fully stocked
- Take the trolley round the wards to allow patients to buy snacks, drinks, toiletries and other items
- Take payment by card or in cash
- Return trolley at end of shift along with the card machine and any takings
- Report takings to Shop Manager
- Report any issues or concerns to Friends Charity Manager

Specification

Essential

- Reliable, punctual, and **able to commit to at least one 3-hour slot** (around 9.30 to 12.30 or 1.30 to 4.30) once a week
- Able to make a long-term commitment to volunteering
- Trustworthy
- Polite, friendly and enjoy meeting new people

Desirable

- Previous experience in retail or a similar voluntary role
- Previous experience in operating a contactless card machine

Full training will be provided. Volunteers report to the Friends Charity Manager, but are also required to comply with **all requirements of the hospital's own volunteering department**, including undergoing a DBS check and an online 'core training' session. We will take up references on all successful applicants.

Please note that this is quite a physically demanding role and will not suit those with mobility issues or who have difficulty moving and handling heavy items.

To apply, please email Lucy Doig (Friends Charity Manager) at chelwest.friends.office@nhs.net explaining why you are interested in the role. We would love to hear from you!