



Being there for *you*  
and *your family*

## **ROLE DESCRIPTION**

- ROLE TITLE:** Drinks Vehicle Volunteer
- REPORTS TO:** Catering Manager and Deputy Retail Manager
- HOURS OF WORK:** Variable, Monday to Sunday
- BASE:** Events throughout Leicester, Leicestershire and Rutland

### **SUMMARY OF VOLUNTEER ROLE**

- To provide a warm, friendly service.
- Making tea, and coffee. This will be served with other beverages including pouring alcohol (at certain events), biscuits, cakes and confectionary to event participants, the general public, LOROS patients and supporters.
- Cash handling and cleaning down of equipment, surfaces tables and the counter area.
- Liaising with the Catering/Enterprises staff to ensure the smooth operation of the Drinks Vehicle ensuring it has all the necessary provisions.

### **Personal Qualities to fulfil role**

Friendly, Flexible and Reliable, ability to communicate to a particular event, respect for others and their diversity.

Preferred experience in working in the food and beverage industry. To hold a personal alcohol licence (desirable and not essential).

### **Training required to fulfil role**

CIEH Foundation Certificate in Food Safety (Level 2) (Training will be given)

LOROS Mandatory Training:

Fire Safety awareness (repeated annually)

Health and Safety (repeated every 3 years)

Equality and Diversity (repeated annually)

Safeguarding (repeated every 3 years)

**GENERAL GUIDELINES FOR VOLUNTEERS:**

1. All volunteers are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.
2. All volunteers are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.
3. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).
4. All volunteers will receive a handbook which outlines key information, it is the responsibility of the volunteer to read this book and sign to confirm.
5. In the event that a volunteer is unable to attend their allocated duty, they should contact the name staff member as soon as possible to notify absence.
6. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by the Hospice.
7. All volunteers should be aware of the Safeguarding Procedures and be able to escalate any concerns.
8. An opportunity to support LOROS Local by providing information and support to those accessing the vehicle with regards to raising awareness of all the hospice services.

**ROLE SPECIFIC GUIDELINES FOR VOLUNTEERS:**

**The service provided is tailored to meet the needs of the patient and their relatives/carer, as a volunteer there is requirement to adapt according to how the patient is feeling on the day.**

Signed.....Date.....  
**Volunteer**

Signed..... Date .....

**Supervisor**



# Our vision and mission

## Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

## Mission

(Our goals and activities in working towards our Vision)

**LOROS** is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

**LOROS** specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

**LOROS** contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

[loros.co.uk](http://loros.co.uk)

Registered Charity No: 506120

**LOROS**

Hospice Care for Leukaemia, Lymphomas & Blood

Being there for you  
and your family



## Our values and behaviours



### Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



### Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



### Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



### Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



### Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



### Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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# LOROS

Leading Care for Learning, Learning for Life

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# LOROS KEY FACTS

## SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



**>2,500**

No. of individuals receiving patient care from LOROS per year



Of whom **665**

admitted to Inpatient Ward



**31**

beds in Inpatient Ward



**343**

employees

**1,500**

regular volunteers



Average length of stay **14 days**



**£560**

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, dietitians and dentistry.

**Cost per hour** of running the charity



**£8.2M**

Expenditure on patient care per year

**£6.0M**

Minimum amount of Income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

**2,165**

participants in LOROS educational activities per year



**24,950**

LOROS Lottery numbers



**29**

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

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**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

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