



Being there for *you*
and *your family*

Role Description

ROLE TITLE:	Counter Collection Unit (CCU) Collector
REPORTS TO:	Counter Collection Unit Co-ordinator
HOURS OF WORK:	Variable, 2-3hours every 3 months
BASE:	From home, visiting various locations

Impact Statement

The Counter Collection Unit (CCU) Collector have a vital role in generating income and raising the profile of LOROS in the community. This is a tried and trusted income stream and vital to the financial health of LOROS

Summary of Volunteer Role

The role of a CCU Collector involves the collection of donations from the counter collection unit, which is a plastic tower used to collect monetary donations in retail outlets, public houses, offices, etc.

Key Volunteer Duties

- The CCU Collector liaises between the box holder and LOROS.
- Supports the fundraising team to find new outlets for boxes.
- Removes full CCUs and replaces with empty ones
- Counts and banks monies collected

Essential Requirements

- A successful DBS Check
- Numerate sufficient to cash up a CCU
- Full driving Licence and use of a car.

Personal Qualities to fulfil role

- Good communication and interpersonal skills
- Friendly, Flexible,
- Reliable and trustworthy
- Have a genuine interest in raising funds to support the work of LOROS.
- Able to work on their own.
- Situational awareness and alert to suspicious behaviour.

Learning and Development required to fulfil role

Mandatory Training (Annual)

- Fire Safety Awareness
- Health and Safety quality and Diversity
- Safeguarding
- Data security (including confidentiality)
- PREVENT training
- Infection prevention
- Preventing Radicalisation (3 yearly refresher)

Role Specific Off the job training

- Guidance will be given by the CCU Co-ordinator on the role
- Lone working
- Safe handling of money

On the job training carried out by the manager, volunteer buddy or volunteer co-ordinator

- Induction
- Safe systems for collection of monies

General guidelines for volunteers:

1. All volunteers are subject to:
 - Equal Opportunities Legislation,
 - The Data Protection Act
 - The Health and Safety at Work Act 1974.
 - LOROS Safeguarding Procedures
 - LOROS Confidentiality Policy.
2. 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 Our values and behaviours below).
3. All volunteers will receive a handbook which outlines key information.
4. 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 their manager.



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

Registered Charity No: 506120

LOROS

Hospice Care for Leukaemia, Lymphoma & 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 Leukaemia, Lymphoma & Blood

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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 chaplains.

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.

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

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