



Being there for *you*
and *your family*

Role Description

- ROLE TITLE:** Counter Collection Unit (CCU) Collector volunteer
- REPORTS TO:** Supporter Engagement Co-ordinator – Fundraising Team
- HOURS OF WORK:** Flexible, Every 3-6 months
- BASE:** From home to various locations at stores and supermarkets across Leicestershire & Rutland- where possible suited to volunteers' preference.

Impact Statement

Cash generation plays a vital role in LOROS' ability to continue our work across Leicester, Leicestershire and Rutland. A major part of this is our Counter Collection Units, or CCUs. We have over 600 of these across the county, in retail outlets, public houses and offices. This is a tried and trusted income stream and vital to the financial health of LOROS, as well as helping to raise the profile of LOROS in the community.

Summary of Volunteer Role

The role of a CCU Collector involves the collection and banking of donations from the CCUs, including their maintenance and where necessary replacement.

Key Volunteer Duties

- Liaising between the CCU 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 count and bank a CCU.
- Full driving Licence and use of a car.

Personal Qualities needed to fulfil role

- Good communication and interpersonal skills
- Reliable and trustworthy
- Have a genuine interest in raising funds to support the work of LOROS
- Able to work independently
- Situational awareness
- Understanding of good cash handling procedures

Expectations

- LOROS will provide official identification for you to be easily recognised whilst in store
- Appropriate clothing and footwear to be worn
- We ask you to not block the customers way when in store
- Be aware the shaking of tins/buckets is not permitted
- You will receive an annual invite to end of year thankyou event
- A statement can be provided to confirm participation of volunteering duties

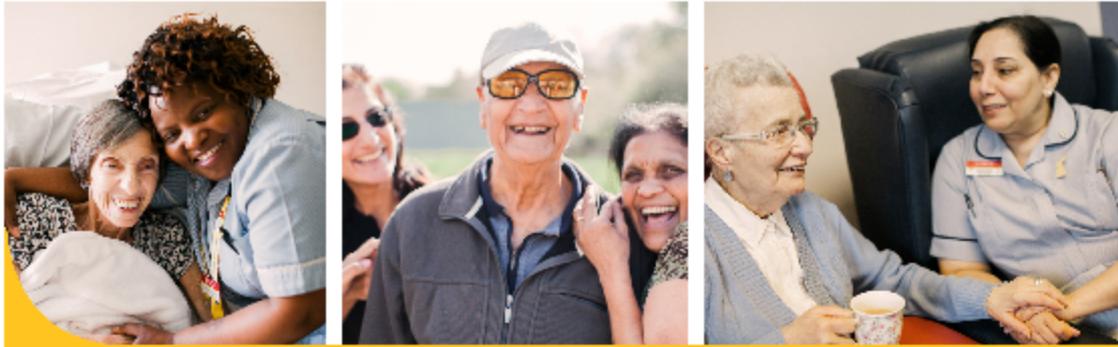
Learning and Development required to fulfil role

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

- Induction to role
- Approach to be taken with customer
- Etiquette to be adopted in each store especially in relation to collecting
- Health & Safety including lone working.
- Systems of safe cash management
- An understanding of data security and safeguarding

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

Highly Cared For. Loved. Loved and Cared For.

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LOROS KEY FACTS

JANUARY 2023

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.

£8.5M

Expenditure on patient care per year

£6.1M

Minimum amount of income to be raised per year

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



>2,080

No. of individuals receiving patient care from LOROS per year



Of whom
534

admitted to
Inpatient Ward



31

beds in
Inpatient Ward



Average length of stay
15 days



£602

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£367**

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

Cost per hour of running the charity



£973



372 ^{298 FTE}
employees

1,300
regular volunteers



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

16,827

hours of training delivered



16,827

LOROS Lottery numbers



29

LOROS Shops

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

Figures accurate as of December 2022 | Source: 2021/22 Statutory Accounts and Clinical Dashboard



loros.co.uk

Registered Charity No: S06120

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

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