

VOLUNTEER PROFILE

POSITION	Laundry Assistant Volunteer		
TEAM	Extra Care Team	LOCATION	Miners Court
VERSION	1.0	LAST UPDATED	January 2022

PURPOSE OF ROLE	To assist Extra Care colleagues with the organisation and running of the laundry room at Miners Court.
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DESIRABLE SKILLS

1. Friendly and Approachable
2. Good Communication Skills
3. Good Use of Initiative
4. Reliable

KEY TASKS

1. Assist colleagues with the sorting, washing, drying and folding of customer's laundry.
2. Return clean washing to the relevant customer(s).
3. Help colleagues with general laundry for Miner Court. For example - tea towels from the staff room, washing from the day centre/kitchen/dining room etc.
4. Assist with keeping the laundry room clean and organised.
5. Ensure PPE and Health & Safety guidance is followed at all times when undertaking volunteer tasks.
6. Assist as and when required with general tasks around the scheme, such as the delivery of post to customers.
7. Value the customer's knowledge, experiences and opinions.
8. Exercise patience and allow sufficient time for customers with speech and language difficulties to verbally express themselves.

9. Exercise patience and allow sufficient time for customers with restricted mobility.
10. Maintain clear and professional boundaries with customers.
11. Report any safeguarding concerns immediately.

REPORTING

- Reports to:
- Extra Care Registered Manager
- Deputy Manager & Assistant Managers
- Volunteer Manager

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Demonstrate behaviours in accordance with Coastline's values: Put our customers first, Be open, honest and accountable, Value each other, Strive to be the best.
3. Establish, develop and maintain effective working relationships with all colleagues, volunteers, customers and actively promote the buddy system.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
7. Attend and participate in meetings as required, including supervision and training.
8. Undertake specific tasks and projects as requested.
9. Manage personal 'workload'.
10. Carry out relevant tasks appropriate to this role.
11. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
12. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

CONTACTS

Internal

- Supported Accommodation & Extra Care Manager
- Extra Care Registered Manager
- Extra Care Deputy Manager & Assistant Managers
- Extra Care Support Colleagues
- Volunteer Manager
- Volunteers

External - External agencies (statutory and voluntary)