

Volunteer Role Description



Volunteer Role

Volunteer Manager

Where you will be based

Community Engagement Volunteer

Sarah McDonald

Rainbow House, Various (occasional)

Role summary

We aim to make every day the best day possible for our patients and their families in South Devon. With only 76% of its funding coming from the government, Rowcroft's fundraising team supports a range of activities to raise money throughout the year.

The role of Community Engagement Volunteer is to support the community fundraising team with telephone and administration fundraising tasks on an ad-hoc basis. There will be exciting and interesting opportunities to be involved in the preparation and follow-up for events, new challenges or campaigns. You will join a team of Community Engagement Volunteers on different project tasks throughout the year, so you can choose which ones can fit around your availability.

What you may be doing:

- Invited to Rainbow House to support in the preparation for an event such as sending emails or making up event packages.
- Support an upcoming event with telephone calls to attendees.
- Follow-up an event with email or correspondence.
- Follow-up an event with thank you calls.
- Full training will be given to support you in this role.

This role will suit you if:

- You are happy with computers, phones and administrative tasks.
- You enjoy chatting with new people.
- You work well in a team.
- You have a flexible approach and a can-do attitude.
- You want to play a part in providing an important element of the fundraising service for the Hospice.

The role will not be regular hours but ad-hoc throughout the year, most likely weekdays. We will invite you to join a team of Community Engagement Volunteers on a Whatsapp or email group where we contact you about upcoming daily tasks or projects on selected dates which we hope you can support us with. You can choose which ones you would like to do.

This role could bring you the opportunity to meet many new people and enjoy the satisfaction of supporting your local community and your Hospice.

We welcome volunteers from all backgrounds and walks of life. Your time, skills, and kindness are what matter most.

All Rowcroft volunteers will be asked to

- Attend a Welcome Day to learn more about the hospice and where your role fits.
- Respect and uphold Rowcroft's values of: Honesty & Integrity; Generosity of Spirit; Respect; and being a Team Player.
- Act according to our policies, practices and procedures as shared during your induction and any updates.
- Complete any training and update sessions required for your role.