

Volunteer Role Description

Volunteer Role Challenges Motivator

Volunteer Manager Hayley Townsend

Where you will be based

Rowcroft Hospice – Rainbow House fundraising team

Role summary

We aim to make every day the best day possible for our patients and their families in South Devon. This volunteer role is essential, as you'll play a key part in supporting Rowcroft's Team by regularly thanking our supporters who take part in challenge events and initiatives. Through friendly phone calls, handwritten notes, and brief updates to our supporter database, you'll ensure that participants feel appreciated and valued for their contributions.

What You May Be Doing:

- Calling supporters who sign up for events, challenges, and other fundraising initiatives to thank them for their involvement and offer encouragement. Making sure they know how grateful Rowcroft is for their support.
- Answering any questions they may have.
- Making thank-you calls to celebrate participants' milestones, achievements, and special moments in their fundraising journey.
- Writing personalised thank you cards for our event and challenge participants.
- Entering brief summary details of interactions into our supporter database.
- Assisting the team with thank-you mailings, including stuffing envelopes and using our pre-paid postage franking machine.
- Occasionally joining the team at events to support gratitude initiatives or to help celebrate participants' achievements.
- Full training and support will be provided.

This role will suit you if:

- You feel confident speaking to people in person or on the phone
- You're friendly, reliable, and enjoy connecting with people
- You enjoy being part of a team and supporting others
- You're passionate about Rowcroft's mission and community spirit
- You're organised, calm under pressure, and able to follow guidance

This role could bring you:

- A chance to meet inspiring people and be part of a positive, feel-good environment
- The opportunity to support a well-loved local charity in a meaningful way
- Confidence and experience in event support and/or communication roles
- New friendships, fun memories, and the joy of helping others succeed
- The satisfaction of knowing you've helped make a real difference for local families facing the hardest times

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.