

ASSISTANT VOLUNTEER

Hillingdon Shopmobility, Uxbridge

WHAT IS HILLINGDON SHOPMOBILITY

Hillingdon Shopmobility is a charity run solely by volunteers. We are based in the Chimes Shopping Centre, Uxbridge, and provide daily hire of scooters and wheelchairs for use in the Uxbridge shopping area. The service is available to anyone with permanent or temporary disability.

THE ROLE - SHOPMOBILITY ASSISTANT

1. To deal with general enquiries from members of the public in a polite, helpful and courteous manner, ensuring high standards of customer care are met.
1. To take bookings of equipment face to face or by phone whilst maintaining a commitment to openness and equality of opportunity ensuring that all individuals are treated with dignity and respect.
2. To conduct assessment of new customers ensuring that the appropriate equipment is provided. Complete registration form. Conduct training session with customer.
3. To issue scooters and wheelchairs to customers including adjustment of the equipment if required. Also includes taking fee in cash and recording.
4. To collect scooters from the shopping centre in the rare event of breakdown.
5. To deliver scooters and wheelchairs to local delivery points - dial a ride or the station.
6. To assist with enquiries about the car park from customers and non-customers.
7. Assist and take cash for any shop sales or tombola. Recording any monies received.

If you are unable to do all of the above (such as delivering scooters and wheelchairs due to disability) there is still a role for you (e.g. receptionist). Full training will be given. No computer skills required.

HOW MUCH TIME DO YOU NEED TO GIVE

A minimum of ½ a day a week on a set day. If you are not able to commit we also have “friends” roles.

WHO WILL IT SUIT

Almost anyone who believes in equal opportunity and wants a fun and very satisfying volunteer role. Would suit:

1. A retiree.

2. Someone 'working from home' who wants a change of environment to work from. We have WIFI. An estimate of time required to give to Shopmobility in a full day is one hour.
3. Another charity/organisation that wants to share premises.
4. Someone between jobs or recently taken redundancy.
5. Anyone with some spare time.

TO APPLY

An H4ALL application form must be completed. Please note H4ALL require two references.

To obtain an application form:

- Visit www.h4all.org.uk and download or print an application form
- Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post

Send your fully completed application form by:

- Email to volunteerhub@h4all.org.uk

OR

- Post to H4All, Volunteer Development Team, Key Hse, 106 High St, Yiewsley, UB7 9BQ