

Role Description: Customer Service Volunteer - Mobility Aids

About the Mobility Aids service

The Mobility Aids service operate a “Hub & Spoke” model, which sees a central warehouse (hub) which manages and delivers equipment to surrounding outlets (spokes) to achieve delivery of the service locally to our customers.

Losing your mobility through illness or injury can be very difficult and distressing. The Red Cross make a huge difference to people’s lives by providing short-term use of wheelchairs (75,000 each year in the UK) or toilet aids. This helps people to maintain their independence and quality of life when they are discharged from hospital or after an injury. It means that someone can take a relative on holiday or just out for the day. Equipment can be collected from our network of ‘spokes’, based in Red Cross premises, hospitals or medical centres, or we can arrange for delivery/collection. We have also developed mobile ‘pop-up’ teams so that we can respond to changing needs.

About this role

This is a very rewarding role providing much-needed support for people who are accessing our service. Based at one of our mobility aids spoke locations, the main element of the role is serving the public who require a wheelchair or other mobility aids equipment. This is the ideal role for someone who enjoys meeting people, can show compassion and empathy and who likes administrative duties with a customer service perspective.

Typical tasks include:

- > Liaising with the hub to arrange stock/deliveries/collections.
- > Issuing and receiving wheelchairs (or other mobility aids equipment) using a computer based stock control system.
- > Demonstrating how to use and look after our wheelchairs (and other equipment)
- > Dealing with enquiries from people wanting to borrow a wheelchair (or other equipment) by telephone and face to face
- > Receiving payments / donations and issuing receipts
- > Contacting service users about overdue and upcoming return of equipment
- > Signposting to other Red Cross services/providers
- > Actively promoting the Retail Mobility Aids offer/website

These are just some examples. You will work within a great team and be fully supported by the Volunteer Coordinator.

We are looking for someone who:

- > ideally has a customer service background

- > Enjoys meeting people and has good interpersonal skills
- > Is fit and able to lift/move wheelchairs.
- > Is IT-literate (or willing to learn)
- > Is willing to attend induction and foundation training
- > Will uphold the Fundamental Principles of the International Red Cross and Red Crescent Movement and Red Cross policies including Equal Opportunities
- > Will act in accordance with our values and behaviours framework
- > Will treat people with respect and uphold their dignity

What we offer

- > Meet new people and be part of a dynamic and inclusive team
- > A great opportunity to develop your existing skills and gain new ones
- > All training and induction for the role (there is no charge for training)
- > Reasonable pre-agreed travel expenses for the role including for attending training
- > An opportunity to be part of the world's largest humanitarian organisation and the knowledge that you are making a difference to people's lives

Young People and this role

We value the energy and enthusiasm that young people bring to this role. The minimum age you can volunteer for the Red Cross is fifteen years old. We can accept volunteers under the age of eighteen at some of our locations for this role subject to parental consent and a risk assessment.

Learning pathway

We provide a well-structured pathway to ensure you have all the skills, knowledge and confidence to undertake this role as soon as possible. Following a short telephone interview, we will arrange for you to meet the Mobility Aids Volunteer Coordinator who will be your line manager. You can start 'shadowing' straightaway i.e. spend time with the team to see first-hand how the service runs.

Foundation Course e-learning module includes Essential health and safety information. Information Governance	This is on line and takes around two hours but varies for each person. <u>This should be completed as soon as possible so that you can become fully active in the service.</u>
Mobility Aids Welcome Familiarisation with local premises / core information	This takes around two hours but varies for each person. Your line manager will cover this with you at your own pace.
Mobility Aids Volunteer Everything you need to know to undertake the role you have chosen	This varies for each person. Your line manager will cover this with you one-to-one at your own pace.
Foundation Course For all Red Cross volunteers. How to provide practical and emotional support, how we look after ourselves, the Red Cross Red Crescent movement, our Fundamental Principles.	A two-day event with venues and dates available throughout the UK. We will ask you to book on to a course at the time of interview, no later than six months after your start date.

Additional information

- > Please read this role description in conjunction with the Mutual Expectations document (provided prior to interview)
- > This role requires volunteers in Scotland to have a PVG check (criminal record check)

Further development opportunities

As well as the Mobility Aids Service roles (Mobility Aids Support Volunteer, Mobility Aids Volunteer, Volunteer Driver, Mobile Volunteer, Warehouse Volunteer and Lead Volunteer) there are a range of other service roles on our website. Talk to your line manager or a Recruitment and Selection Coordinator for more information.