Volunteer Task Profile
Darnall Hub / Retail Volunteer

Volunteer Lead: Shop Manager
Hours: Flexible times available throughout the week
Available to: Volunteers aged 18+

Introduction
Our Darnall Information Hub plays an important role in welcoming members of the local community and helping them access the support and services they need. We are looking for friendly, approachable and reliable volunteers to be the first point of contact for visitors, providing a warm welcome and offering helpful signposting information.

This role is ideal for someone who enjoys speaking with people, listening to their needs, and making a positive difference in their day. Volunteers in this role will also have the opportunity to support the retail team during quieter periods, gaining valuable shop floor experience.

The ability to speak a community language would be highly beneficial. In particular, we welcome volunteers who can speak: Urdu, Bengali, Punjabi, Arabic, Pashto, Somali, Slovak, or Polish.

What does this role involve?

Your role will help ensure that visitors to the Darnall Hub feel welcomed, heard, and supported.

Key responsibilities include:
• Offering a warm, friendly welcome to all visitors, helping them feel comfortable and at ease at our Information Hub.
• Listening sensitively to people's needs and responding in a supportive and respectful way.
• Signposting individuals to relevant St Luke's services and wider community organisations.
• Providing basic information about activities, groups, and support services available.
• Maintaining awareness of up-to-date information about local services and resources.
• Working closely with staff and other volunteers to ensure consistent and accurate information is shared.
• Respecting confidentiality and maintaining professional boundaries at all times.
• Supporting the retail team on the shop floor or at the till during quieter periods where appropriate.

Skills and Qualities
We are looking for volunteers who are:
• Friendly, approachable, and empathetic.
• Good listeners with strong communication skills.

• Confident speaking with a wide range of people from different backgrounds.
• Calm, patient, and supportive, particularly in sensitive situations.
• Reliable and punctual.
• Organised with a willingness to learn.
• Interested in community services and helping others.

Desirable:
• Ability to speak one or more community languages (Urdu, Bengali, Punjabi, Arabic, Pashto, Somali, Slovak or Polish).

Training and Support
• Full induction and role-specific training will be provided.
• Ongoing support from the Shop Manager and wider team.
• Opportunities to build knowledge of local services, community resources, and retail skills.

General
All St Luke's volunteers are asked to:
• Be a minimum of 18 years old.
• Attend induction and any required training.
• Abide by the Health & Safety at Work Act.
• Follow St Luke's policies, procedures, and fundraising code of practice.
• Work cooperatively with staff and other volunteers.
• Maintain a positive and professional attitude.

For more information on the role, please contact:
For more information on the role, please email volunteer@hospicesheffield.co.uk