



*Being there for you
and your family*

Role Description

ROLE TITLE:	Lottery Event Volunteer
REPORTS TO:	Lottery Promotions Lead
HOURS OF WORK:	Hours and times to suit you
BASE:	Throughout Leicester, Leicestershire and Rutland

Impact statement

1. This role is part of the LOROS Lottery team, who work tirelessly to generate income for the Hospice. Sales of the weekly LOROS Lottery, biannual raffles and scratch cards, contribute to the 8.2 million pounds that is needed to run the Hospice and its services.

Summary of volunteer roles within the Lottery team:

1. Lottery volunteer driver

This role focuses on the transportation of equipment and stock required to set up at an event, using their own vehicle.

- Collect stock, equipment, float, gazebo, table, table cloth as required for the event from the Lottery department at the Hospice
- Deliver to the event site
- Return at an agreed time to dismantle and transport the equipment back to the Lottery department at the Hospice, or another pre-agreed location

2. Set-up/take-down event support volunteer

This role focuses on the set up and take down of a LOROS stall at an event, which may include the installation of a small gazebo.

- Arrive at the venue. Support the setup and/or take down of the Lottery stall/gazebo

3. Lottery event volunteers

This role is to support the sales of 'support and win' scratch cards, and seasonal raffle tickets, and the promotion of the LOROS Lottery, from a LOROS stall at an event or venue.

- Responsible for the sale of scratch cards and raffle tickets, including the safe storage of cash and data
- Responsible for the transfer of all cash, unsold tickets, winning tickets and raffle ticket stubs to a Lottery officer at the end of the shift

- Raise awareness of LOROS, sign-posting members of the public to other services

Essential requirements

- A successful DBS check
- Own car or driver

Personal qualities to fulfil the role

- Good interpersonal skills
- Flexible
- Reliable
- Trustworthy

Learning and development required to fulfil role

Mandatory training - online (annual):

- Fire Safety Awareness
- Health and Safety Quality and Diversity
- Safeguarding
- Data Security (including confidentiality)
- PREVENT
- Infection Prevention

Role specific off the job training

- N/A

On the job training carried out by the manager, volunteer buddy or volunteer co-ordinator

- Induction
- Gambling Commission training
- Product knowledge training

General guidelines for volunteers:

1. All volunteers are subject to:
 - Equal Opportunities Legislation
 - The Data Protection Act
 - The Health and Safety at Work Act 1974
 - LOROS Safeguarding Procedures
 - LOROS Confidentiality Policy
2. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values and Behaviours at all times (see our values and behaviours below)
3. All volunteers will receive a handbook which outlines key information
4. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by their manager



Our vision and mission

Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leukaemia, Lymphomas & Blood

Being there for you
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Our values and behaviours

-  **Professional**
Showing respect to patients and families, as well as members of our community, staff and volunteers.
-  **Focused**
On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.
-  **Collaborative**
Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.
-  **Compassionate**
Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.
-  **Trustworthy**
Be honest, reliable and consistent, showing respect and dignity in everything that we do.
-  **Accountable**
To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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LOROS

Leeds Centre for Learning, Learning & Support

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LOROS KEY FACTS

SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



>2,500

No. of individuals receiving patient care from LOROS per year



Of whom **665**

admitted to Inpatient Ward



31

beds in Inpatient Ward



343

employees

1,500

regular volunteers



Average length of stay

14 days



£560

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, dieticians and chaplains.

Cost

per hour

of running

the charity

£8.2M

Expenditure on patient care per year

£6.0M

Minimum amount of Income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

2,165

participants in LOROS educational activities per year



24,950

LOROS Lottery numbers



29

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

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