



Shoppe Volunteer Application Form



**Please complete and return this portion of the application form to
The Hospice Shoppe located at 77 Catherwood Street in Saint John OR fax to 632-5592.**

Name: _____ Date: _____

Address: _____

City: _____ Postal Code: _____

Phone: (home) _____ (work) _____ (cell) _____

E-Mail: _____

Are you currently: Employed Retired Student Other

1. Previous Work Experience (volunteer or paid) and Special Skills or Training: You may submit your resumé if preferred.

2. Hobbies/Interests or Special Talents:

3. Why do you want to be a Hospice Shoppe volunteer?

4. What do you view as the strengths you bring to this work?

5. Do you have any physical or medical restrictions/conditions that may affect your function as a Hospice Shoppe Volunteer? (i.e. allergies, back, poor vision, or hearing etc.)

Yes (if yes, please describe) No

SHOPPE VOLUNTEER CODE OF CONDUCT:

As a Hospice Shoppe volunteer, I acknowledge that I am assuming certain responsibilities and expect to be held accountable for what I do and how I behave. As a member of the Hospice Shoppe team, I pledge to:

1. Always act for the good of Hospice by positively supporting the plans and priorities for The Shoppe and the organization.
2. Take to my work an attitude of open-mindedness and respect for others and be a positive and fully cooperative team member.
3. Use my personal expertise, skills and experience to benefit Hospice and The Shoppe.
4. Abide by all Shoppe and volunteer policies, including the Respectful Workplace Policy.
5. Willingly take direction from The Shoppe staff and Hospice management without challenge or questions.
6. Speak positively about the organization, other volunteers, staff, management and the Board of Directors both within and outside The Shoppe walls.
7. Bring questions, concerns and recommendations directly to the Shoppe managers and willingly abide by their decisions.
8. Hold all business information regarding The Shoppe confidential unless specific permission is given to release the information, or unless the information is publicly released by Hospice.
9. **Donate a minimum of 50 hours per year to The Shoppe.**

Shoppe Volunteer Pledge

- I understand the performance expectations of this volunteer support position and I agree to carry out the duties and responsibilities to the best of my ability and abide by the terms and spirit of this document.
- I understand that the volunteer duties may change as the needs of Hospice and The Shoppe change.
- I agree to resign my position as a volunteer if for any reason I find myself unable to carry out the above duties to the best of my abilities.
- I understand that I can and will be removed as a volunteer for breaching this code of conduct and/or negatively interfering with the operations or reputation of the Hospice Shoppe and I agree to the following procedure for disciplinary action and/or removal from The Shoppe.
 - ✓ A verbal discussion will be held between the volunteer and the Shoppe Managers to review the inappropriate behavior and identify areas for immediate and ongoing improvement.
 - ✓ A written report of the incident will be filed in the Volunteer's file and reported to the CEO.
 - ✓ Should the inappropriate behavior continue after the verbal discussion, the volunteer may be advised that they are no longer required at the Shoppe;
 - ✓ Deviation from this progression may be necessary under certain circumstances. Either Hospice or the volunteer may end the relationship at any time as deemed necessary by either party.

Name (print): _____ Date: _____

Signature: _____

VOLUNTEER APPLICATIONS AND REQUIREMENTS:

Please Note: Not all applicants are guaranteed acceptance into the Shoppe Volunteer Program.

The Hospice Shoppe Volunteer must be prepared to execute on the plans and priorities of Hospice and The Shoppe as directed by management and staff. The Shoppe Volunteer is in a position of trust with access to important business information and Hospice resources. As a result, our criteria for acceptance into the Hospice Shoppe Volunteer Program are very strict.

- Applicants must pass an intensive screening process and meet all of the qualifications and requirements of the position to be accepted into the program.
 - ✓ Emotional maturity, stability, honesty and dependability
 - ✓ Able to work as a fully cooperative team member and take direction from staff
 - ✓ Ability to contribute to a harmonious and pleasant retail environment
 - ✓ Commitment to maintain confidentiality
 - ✓ A strong sense of dedication to the mission, goals and objectives of Hospice
 - ✓ Positive attitude and a “customer-driven” approach to delivering quality customer service and building positive community relations
 - ✓ Ability to positively represent Hospice to the community
 - ✓ **Commitment of at least one year and the ability to donate regular time to Hospice – a minimum of 50 hours per year is requested**

- The screening process includes an interview with the two Shoppe Managers, a criminal record check and reference checks.
- Attendance at The Shoppe Volunteer Training Program is mandatory.
- Upon completion of formal training, new volunteers will be paired with staff for additional “on the job” training and orientation to The Hospice Shoppe.
- The first 6 months of volunteering will serve as a probationary period and an opportunity to determine the volunteer’s suitability for the program and The Shoppe.
- Performance will be monitored on an ongoing basis and input will be sought from other team members in addition to ongoing customer/donor feedback.
- Volunteers will be asked to meet with The Shoppe Managers if their attitude, conduct, reliability and/or customer service requires improvement.
- Those who fail to abide by their Code of Conduct Agreement and/or prove to be unsuitable for The Shoppe will be removed from their volunteer position.

SHOPPE VOLUNTEER DAILY TASK LIST:

1. Help customers find what they need.
2. Work at the cash –Wrapping fragile items and/or bagging items.
3. Check dressing rooms and return unwanted items to racks.
4. Check for empty hangers or clothing on floor and pick up.
5. Dust and/or wash shelves (shoes, glassware, etc.)
6. Clean mirrors and showcase glass as required.
7. Tidy shelves.
8. Sweep floors and wash dishes as required.
9. Culling (sorting donations)
10. Tagging and Pricing
11. Recycling – breaking down boxes
12. Willingly take direction from staff
13. Have fun and enjoy each day