



Volunteer Role Description

- Role Title:** Christmas Tree Recycling Volunteer Tree Collector
- Location:** Areas within the following postcodes DH1, DH2, DH3, DH4, DH5, DH6, DH7 and DH8 – first meeting at St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF
- Date:** Weekdays (Monday-Friday) of the weeks commencing Monday the 13th of January 2025 and Monday the 20th of January 2025. You can volunteer on more than one day if you are available.
- Timings:** 9am-3pm at the latest
- Reporting to:** Community Fundraiser and other Development Team members, as appropriate
- Role Description:** As a volunteer Christmas Tree Collector your role is to locate and collect the real Christmas Trees which customers have kindly made a donation for St Cuthbert's Hospice to collect. You will be paired with another collector and a driver and then it is your job to help with navigation around a specific route, collecting trees as you go and placing them in the van. After each tree, you will need to note down if you were able to collect it before moving onto the next. Once you have collected all of the trees on your route, or once the van is full, you will then need to head to a designated drop-off location to unload before either returning to the Hospice or continuing your collection.
- Tasks to include:**
- Help to navigate a provided route.
 - Locate and safely load Christmas Trees onto the van.
 - Keep a record of trees as they are collected.
 - Unload trees at your designated drop-off point.
 - Return to the Hospice with an empty van to hand over your route sheet.
 - Potentially answer queries from Christmas Tree Recycling customers or other supporters.
 - Represent St Cuthbert's Hospice in a professional way.

Skills and Qualities:

- No previous knowledge or experience is required as you will receive a full written and in person briefing.
- Enjoy working with the public.
- Ability to work in a busy environment.
- Ability to work as part of a team.
- Happy to be on your feet for a period of time, getting in and out of a vehicle.
- This role requires lifting Christmas trees in and out of the van using appropriate manual handling techniques.
- Cash handling may be required.
- If you would like to wear a Christmas jumper or other festive wear you are more than welcome so long as you are able to safely collect trees. Due to the time of year and the demands of the role we recommend wrapping up warm and wearing sensible, strong shoes.
- Volunteers undertaking this role should carefully consider their health and fitness levels before undertaking this role.

On the Day:

- Please arrive at the Hospice for **9am** to receive an in person briefing from a member of the Development team, equipment and to meet your fellow volunteers.
- **9.15am – 3pm** Enjoy the experience of travelling County Durham to collect Christmas Trees!
- As soon as you have finished collecting all of the trees on your route(s) or once it has reached 3pm, please return to the Hospice. Please ensure that you keep your route safe and hand this over to a member of the Development team and please let us know when you are leaving.
- Once you are finished, please feel free to join us in our café for a complimentary warm drink.

Contacts

Erin Wright, Community Fundraiser – 0191 386 1170 (6010)/ 07904 638 099
Jade McArdle, Community and Events Manager – 0191 374 6181/ 07854 188868



Health and Safety Briefing

Briefing: You will receive a more comprehensive health and safety briefing before volunteering.

Security: Always keep all personal belongings with you or lock them safely away in the van. As your route sheet will contain personal customer information, this must also be kept safe at all times. If you lose your route sheet please contact the Hospice immediately.

Reporting Accidents/ Incidents / Near Misses: Please report any accidents/incidents/near misses to Erin, Community Fundraiser.

Reporting Illness/Absence: Please report any illnesses/absence to Erin, Community Fundraiser. As we need a certain number of volunteers to carry out the collections, please let us know as soon as you can if you are unable to volunteer.

Lifting and Carrying: Please remember that Christmas Trees, especially when wet, can be very heavy! Do not lift trees if they are too heavy and share the load whenever possible. Remember, keep your back straight and knees bent.

Housekeeping: Toilets are available at the Hospice and you will be provided with a list of other local amenities which you might like to use when out on your collection.

Personal care i.e., Breaks/catering/water: Please take breaks as you require, you are more than welcome to bring your own lunch or to stop off somewhere if you would like to pick something up. Please organise your lunch arrangements as a volunteering team.

Appropriate Clothing: PPE will be provided including a high visibility vest and hard hat - please wear these at all times, outside of the vehicle. Please also wrap up warm, wearing appropriate clothing and sturdy/safety footwear such as hiking boots. Depending on the weather, the drop-off points may be muddy so don't wear shoes you aren't happy to potentially get dirty! You may also like to bring gardening gloves to help with handling the trees.

Claiming out-of-pocket expenses: Should you wish to claim volunteer expenses, such as for your personal travel please request a form from a member of staff.

If you have any questions please contact Erin at erin.wright@stcuthbertshospice.com or call 0191 386 1170 (6010).

