

Havering Shopmobility Association

Registered Charity No. 1051614
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Volunteering with Havering ShopMobility Information for Applicants

Why do you need volunteers?

We are a small, local charity. We rely on volunteers to deliver our services. Without our volunteers we wouldn't be able to operate.

What does Havering ShopMobility do?

We run two mobility shops in Romford Town Centre that provide scooters and electric and manual wheelchairs on day hire for people with limited mobility. We also do short and longer term hires, for example for holidays, and also sell some mobility aids and equipment.

What Volunteering opportunities are there?

We need reception staff, garage assistants and admin support.

- The reception staff are at the front line taking bookings, answering enquiries from callers and on the telephone, helping with sales of equipment and aids, and operating a cash till.
- Garage assistants bring out our wheelchairs and scooters and adjust them for the customer, keep check on fleet movements, and clean, put away and put equipment on charge on its return.
- Admin support help maintain computer and manual records and filing systems, and support the leadership team with various tasks and initiatives.

What hours would I work?

We operate two shops in Romford Town Centre six days per week, Monday to Saturday from 9.30am to 5 pm. We operate two shifts per day, morning 9.30am to 1.30pm and afternoon 1.00 – 5.00pm. Volunteers work shifts suitable to them, some working two or more half days per week and some working whole days. We like our volunteers to work regular shift but also to help out with additional shifts should the need arise for example holidays and absences. We would agree an initial working pattern with you and review it as needs change.

What support would I get?

Our Volunteer Coordinator oversees your initial recruitment and induction and is always available to help if there are problems. You would receive induction training and ongoing support depending on your needs. During your initial period we would pair you with an experienced volunteer. Once you become more experienced and confident, you will be encouraged to work on your own initiative but with someone to turn to for help if the need arises.

Do you pay expenses?

We do not want you to be out-of-pocket and cover bus fares or parking fees actually incurred if you do not have concessionary travel.

Chairman: Mike Joyce
Giving Independence & Freedom to people with disabilities
Also at:
The Liberty 01708 765764

What will you expect from me?

Mainly we need your commitment. If you agree to work with us we need you to turn up on time for your shifts and be eager to contribute. We need you to represent our organisation and therefore to follow the guidance we will give you on how we want you to operate. We need you to be understanding and respectful of our users and helpful to them and other volunteers and staff.

So what's in it for me?

You'll get the opportunity to do something new, different and worthwhile. You can learn new skills. You will get to help other people who really need and value your support. You will work as part of a team. We'll give you work experience that will make you more appealing to employers in the job market if that is what you want to achieve. This will include working with customers, telephones and office systems. You will have responsibility and be a representative of our organisation.

What qualifications do I need?

None. It is your willingness to help that we need. Obviously you need a certain level of ability to read and write English, and to be able to understand and communicate effectively with our users. You need a minimum level of mobility and fitness to work with our equipment. If you are in any doubt, please discuss your concerns with us.

I am in receipt of state benefits. Can I be a volunteer without it affecting my rights to benefit?

Normally, yes. The Work and Pensions Service encourages people back to work in whatever way they can manage, including voluntary work. As long as you are available for work or interview this does not normally cause a problem. If you are in any doubt, check with the Job Centre on your next visit.

I have a criminal conviction, a court case pending or I am on the Community Payback scheme. Can I still apply?

That depends. We need to protect our vulnerable users and our resources, so we will need to consider all the circumstances. We need you to be honest with us and disclose all material information. We will discuss the situation with you.

I have health or mobility problems or specific needs, can I still be a Volunteer?

We are here to provide services for people with disability, so we are keen to help. Please tell us what your needs are and we will discuss with you how we might accommodate them.

How do I apply?

Complete the Application Form and deliver it to our shop at the Brewery, together with two forms of ID, one with your photo, name and signature and the other any official document showing your name and address dated within the last 3 months.

We will invite you for an informal interview, take up your references and arrange a trial shift with you.

I still have queries. Who can I talk to?

Please contact our Volunteer Coordinator at our Brewery Shop, Havering ShopMobility, 1 The Brewery, Waterloo Road, Romford, RM1 1AU. The telephone number is 01708 722570, or email us at haveringshopmo@btconnect.com or via our website enquiry form www.shopmobilityromford.co.uk