

VOLUNTEER ROLE

Volunteer Title:	Café Assistant – Public Café
Department:	Catering
First Line Contact	Team Leader, Mill Cafe
Location:	Mill Café

General Description

The purpose of the role is to assist catering staff in the day to day running of our **busy** public café. Duties include:

- To assist in the preparation and serving of desserts and beverages to café customers, to promote a friendly and welcoming atmosphere and to utilise selling techniques to benefit the charity
- Assisting to serve food, clear tables, washing and sterilising dishes/cutlery
- Restocking fridges

- Transportation of food & refreshments to rooms on the first floor at the hospice
- Setting up meeting / function rooms for refreshments & food

- Tidying shelves and storage
- Emptying bins, kitchen cleaning including equipment, floors and walls, cleaning & sanitising work surfaces
- Safe use of chemicals and machinery and appropriate use of P.P.E. (Personal Protective Equipment)

- After initial training & familiarisation with the Public Café volunteers may be asked to be involved with taking food orders, till operation and the handling of cash & operation of Barista Coffee machine

Key Skills and abilities

- Basic food safety knowledge or HACCP. Further training, will be provided including allergens
- Experience in food handling and basic preparation of foods
- Eagerness to learn and train in all aspects of the café catering operation
- Cheerful nature, good interpersonal skills - able to communicate confidently with a range of people
- Good communication and customer care service skills are essential to fulfil this role
- Willingness to use the till
- Flexibility – the ability to work on own initiative, as part of a team, and with the general public in a rapidly changing environment is essential
- Ability to work under pressure in a busy café environment and working efficiently to complete tasks

Hours

2 to 4 hours per occasion – flexibility offered with hours

Expected Commitment

A minimum of 6 months commitment is expected for the role

Physical effort

- Mostly standing
- Mostly walking in a busy environment
- Some repetitive work

Other Duties

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

Mandatory training to complete once commenced

- Hospice Induction
- Information & Guidance Workbook
- Food Safety Level 1 (at induction then every 3 years)
- Allergen Awareness (at induction then every 2 years)
- Manual handling (every 3 years)

PERSONAL GRIEF

Sufficient personal resources to work efficiently in a palliative care setting

CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.