

St Elizabeth Hospice

Volunteer Role Description



Role: Catering Host – Front of House

Location: Kitchen

Staff Member Link: Hospitality Manager

Purpose of Role and Service

To assist the catering team with front of house service for patients, staff and visitors, maintaining a high standard of hygiene and food safety.

Hours Available

11:30 – 14:30

Key Activities

- Taking orders from customers
- Use of Till (full training will be provided)
- Basic food and snack prep
- Restocking of display fridges
- Table clearance and tidy
- Toasting Paninis and Serving Soup
- Clean and refill Hot Drinks machine
- Wipe tables and sweep floor at end of service, and intermittently throughout.
- Maintaining high standards of cleaning
- Comply with food hygiene and safety requirements
- Report all near misses, accidents and incidents.

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- To promote the hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.

Personal Qualities

| Attributes | Essential/Desirable | Qualification and training to be provided |
|------------------------------------|---|--|
| Skills and Abilities | D – Customer Service skills | |
| Knowledge and Experience | E - Team Work D - Catering experience D - Health and Safety D – Cleaning Experience | |
| Attitudes and Values | E - Able to work in a group E - Polite and well presented E - Good personal hygiene E - Able to work independently | |
| Qualifications and Training | D - Food hygiene D - Manual Handling | <p>eLfh Modules - Roles and Responsibilities of a Volunteer, Communications for Volunteers, Health, Safety and Infection Prevention and Control for Volunteers, Data Security Awareness for Volunteers, Conflict Resolution for Volunteers, Fire Safety for Volunteers, Equality, Diversity and Human Rights for Volunteers, Moving and Assisting for Volunteers, Safeguarding Adults for Volunteers.</p> <p>Ihasco modules – COSHH</p> <p>Other - Food Safety Booklet</p> <p>Food hygiene Manual Handling</p> |