

# St Elizabeth Hospice

## Volunteer Role Description



**Role:** Café Catering Assistant

**Location:** Community Care Unit and Main 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**

09:30 – 15:30

### **Key Activities**

- Service of food and drink
- Assisting customer with food choices and taking orders
- Provide 100% customer service
- Use of Till (full training will be provided)
- Basic food and snack prep
- Toasting Paninis and Serving Soup
- Restocking of display fridges and counter items
- Table clearance and tidying
- Clean and refill Hot Drinks machine
- Wipe tables and sweep floor at end of service, and intermittently throughout, maintaining high standards.
- Clean down equipment at end of service
- Comply with food hygiene and safety requirements
- Fill in temperature checks and cleaning schedule daily
- To work independently and as part of a team
- Report all near misses, accidents and incidents.
- To be reliable and if unable to fulfil a commitment, to contact the manager so cover can be arranged.

### **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
<b>Skills and Abilities</b>	D – Customer Service skills	
<b>Knowledge and Experience</b>	E - Team Work D - Catering experience D - Health and Safety D – Cleaning Experience	
<b>Attitudes and Values</b>	E - Able to work in a group E - Polite and well presented E - Good personal hygiene E - Able to work independently	
<b>Qualifications and Training</b>	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>Blue Stream modules – COSHH</p> <p>Other - Food Safety Booklet</p> <p>Food hygiene Manual Handling</p>