

St Elizabeth Hospice

Volunteer Role Description



Role: Volunteer Café Assistant

Location: Moments Cafe – Heath Road / Stowmarket / Ipswich Town Hall

Staff Member Link: Café Manager

Purpose of Role and Service

To help run the café; supporting paid staff and other volunteers to provide a service to the public and other visitors to the café.

Key Activities

- Setup and close down tables; refill, wiping down etc.
- Restock fridge and counter items
- Serve customers including use of till (full training will be provided)
- Prepare drinks – training provided
- Assist customers with their food choices.
- Report all near misses, accidents and incidents.
- Adhere to and promote health and safety in the workplace.
- Provide 100% customer service
- To work independently and as part of a team
- To be reliable, if unable to fulfil commitment, to contact manager so that 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 staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.

Personal Qualities

Attributes	Essential/Desirable	Qualification and Training to be provided
Skills and Abilities	Outgoing, friendly personality.	
Knowledge & Experience	Customer Service.	
Attitudes and Values	Able to work in a group. Polite and well presented. Good personal hygiene.	Able to work independently.
Training & Qualifications	Will be required to have or undertake level 2 food hygiene certificate arranged by the Hospice	ELfH Modules - Roles and Responsibilities Communications (Customer Service) Conflict Resolution (inc Lone working) Health, Safety and Infection Prevention and Control

Last review by Staff Member Link:

		Data Security Awareness (GDPR) Moving and Assisting (Moving and Handling things) Fire Safety Equality, Diversity & Human Rights Safeguarding Adults Food Safety booklet
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