

Role: Volunteer Café Assistant
Location: Moments Cafe – Heath Road
Staff Member Link: Café Manager

Volunteers are asked to follow the hospice aims and values

- One Team, One Community
- Learning Never ends
- Compassion Takes Courage
- Every Moment Matters



Role summary

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

What you will be doing:

Key activities include but are not limited to the following:

- Provide 100% customer service with food and drink, taking orders including use of till (full training will be provided)
- Basic food and snack prep, restocking of display fridges and counter items
- Table clearance and tidying, wiping, sweeping etc intermittently throughout, maintaining high standards, and at the end of service
- Prepare drinks and or drinks machine, training will be given.
- Clean down equipment at end of service
- Comply with food hygiene and safety requirements
- Fill in temperature checks and cleaning schedule daily
- 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.

What we ask of our volunteers:

- 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 be friendly and approachable and work as part of a team
- To be committed and reliable
- Some roles require a DBS check

The benefits to you:

- Experience working with a forward thinking charity
- A sense of satisfaction and pride for helping to make a valuable difference
- Giving back to society and supporting local people
- Assist in developing skills and knowledge
- Meet new people
- Basic training will be provided and any additional role specific as necessary.

Your skills and attributes:

- Outgoing friendly personality to provide good customer service
- Good personal hygiene and attention to food and cleaning requirements