



## **VOLUNTEER ROLE DESCRIPTION**

---

- Role:** **Volunteer Driver/Food Sourcing Operative**
- Location:** **Café Retreat - East Lancashire Hospice**
- Accountable to:** **Catering Lead**  
*(This person will be your main point of contact while volunteering. They will provide you with the support and supervision necessary for you to perform your role)*
- Role requirements:** Two Satisfactory references  
Occupational Health Check

### **Role Summary**

To provide a reliable, efficient and timely surplus food collection service from various local supermarkets who support the food surplus programme and the collection of catering products. To deliver the provisions to the catering department at the hospice and correctly store the food under the guidance of trained chefs and/or catering lead.

### **When we need you to be available**

The expected commitment for this role will be negotiated with you based on your availability and a range of collection times including Monday, Wednesday and Friday mornings each week. Each scheduled collection and the storage of food is expected to take approximately two hours in total. (Note: There may be occasions when supermarkets do not have food for us to collect)

### **What we would like you to do**

- Collect donated food from supermarkets taking part in the surplus food scheme
- Ensure collections are made within the timeframes agreed with the catering team and the supermarkets; including advance contact to confirm availability of supplies
- Communicate in a timely, polite and professional manner with supermarket staff either face to face or by telephone
- Return food collections to the catering department at the hospice and store these correctly in keeping with established storage systems following guidance provided by the Catering Lead/Chef
- Provide as much notice as possible to the Catering Lead/deputy if you are unable to undertake a pre-arranged duty/provide transport so alternative plans can be made
- Ensure you are fit to drive, informing the Catering Lead of any of any factors that may affect your driving ability



- Ensure your vehicle is safe and fit for purpose, has a valid MOT certificate (if required), road vehicle tax and is comprehensively insured to undertake transportation of goods
- Drive with consideration of other road users and pedestrians, abiding by all traffic laws and the highway code
- Submit your travel claims to the Catering Lead no later than the 1<sup>st</sup> of each month
- To undertake training or development applicable to the role
- Follow hospice guidance/policies related to the role including dress code, lone working and manual handling
- Report any incidents or accidents however minor to the Catering Lead or their deputy without delay

### **Skills, knowledge, abilities and qualities**

- Full UK driving licence with a good driving record and access to a vehicle
- Physically able to carry food supplies to and from the car
- Understanding of food hygiene principles and willing to complete food hygiene training relevant to the role
- Attention to detail and able to follow guidance on food storage
- Good communicator, able to demonstrate courtesy, patience and professionalism and act as an ambassador for East Lancashire Hospice
- Smart presentable appearance
- Punctual and reliable, committed to attendance at agreed times
- Ability to respond flexibly to changing needs and priorities

### **What we will provide**

- Pay reasonable travelling expenses for your journeys based on AA route planner and the current mileage rate of 45p per mile
- Information and training on food sourcing/pricing, communication skills, lone working and manual handling
- Specific training on the use of kitchen equipment relevant to the role
- Details of each collection required including timeframes
- Supportive friendly colleagues and working environment
- Invitation to regular team meetings and the opportunity for 1:1 review of the role
- Opportunity to develop knowledge, skill and confidence in a catering setting

### **General Requirements**

- Communicate sensitively and courteously with all those involved with hospice services including patients, relatives, staff, volunteers and visitors, respecting all information related to individuals as confidential
- Ensure the information you have access to as part of your role is kept secure and confidential



- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm by advising staff of any concerns
  - Act in a way that upholds the hospice's values which are:
    - Patients are individuals and have a right to respect, privacy, dignity and choice
    - Staff and volunteers are vital to the hospice's success, and it is their contribution which provides the hospice with its quality service and reputation
    - Our services should be focused on meeting our patients' requirements
    - Value for money is achieved making the most effective use of available resources
  - Ensure that personal actions and conduct apply with hospice policies and procedures
  - Ensure effective use of hospice resources
- 

### **Review of this description**

This role description is intended as an outline of general areas of activities and will be amended in the light of changing needs of the hospice.