



VOLUNTEER ROLE DESCRIPTION

- Role:** **Volunteer Kitchen Hand - Café Retreat**
- Location:** **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

Role Summary

With the supervision and direction of the catering team, follow a cleaning and maintenance schedule to ensure high levels of cleanliness and a dining area that is clean and well equipped for our guests to have the best dining experience.

When we need you to be available

The expected commitment for this role will be negotiated with you based on your personal availability and the following range of times that we need each week.

| | Mon | Tue | Wed | Thur | Fri | Sat | Sun | Ad hoc hours may be possible by arrangement |
|---------------|-----|-----|-----|------|-----|-----|-----|---|
| 09.00 - 12.00 | √ | √ | √ | √ | √ | | | |
| 12.00 - 15.00 | √ | √ | √ | √ | √ | | | |
| 15.00 - 17.00 | √ | √ | √ | √ | √ | | | |

What we would like you to do

- Ensure an adequate stock of napkins and polished crockery and cutlery is available at all times for our guests
- Wash crockery, cutlery, pots and pans to a high standard and operate the dishwasher safely and efficiently
- Carry out kitchen cleaning tasks following agreed cleaning schedule
- Maintain orderly storage areas
- Provide as much notice as possible to the Catering Lead/deputy if you are unable to undertake a pre-arranged duty so alternative plans can be made
- To undertake training or development applicable to the role including for example food hygiene and manual handling
- Follow hospice guidance/policies related to the role including dress code, incident reporting, health and safety regulations
- Report any incidents or accidents however minor to the Catering Lead or their deputy without delay to keep yourself and others safe



Skills, knowledge, abilities and qualities

- Physically able to work within a busy kitchen environment
- Able to work in an organised manner with structured systems and processes
- Team player; positive, enthusiastic and motivated with a can-do attitude
- Attention to detail and pride in a job well done
- Punctual and reliable, committed to attendance at agreed dates and times
- Understanding of food hygiene principles / food hygiene training
- Good communicator, friendly, welcoming and courteous
- Smart presentable appearance
- Ability to respond flexibly to changing needs and priorities

What we will provide

- Information/training on food hygiene, communication skills, lone working and manual handling
- Specific training on the use of kitchen equipment relevant to the role
- Supportive friendly colleagues and an excellent 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 information you have access to is kept secure and confidential
- Submit any travel claims to the Catering Lead no later than the 1st of each month
- 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 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.