

Volunteer Role Profile:

Volunteer Café & Community Hub Assistant

Where:	Café and Community Hub, Grace Holland Avenue
When:	Operating seven days a week 10:00-13:00 /13:00-16:00 on your agreed day/s
Managed by:	Café & Community Hub Manager / Café & Community Hub Team Leader

About:

Your personality will shine, and you will be a part of an outstanding team, creating a welcoming environment for our supporters.

Our busy Café & Community Hub provides a great space for those within our community to use either in the café area or within the meeting rooms.

You'll be serving our supporters, operating the till, keeping the Café & Community Hub clean and tidy, fulfilling supporters' orders and assisting with some basic food preparations.

The Café & Community Hub provides a key part of fundraising activities by contributing to the overall income of the Hospice, so you'll know you're making a direct difference to the care we can provide.

Role responsibilities:

- Taking orders, including cash and card payments through our electronic till system EPOS.
- Assisting with food and drink orders and table service to our supporters.
- Clearing tables and keeping the café area clean and tidy.
- Ensuring the kitchen area is kept clean and tidy, including operating the dishwasher.
- Support with setting up meeting rooms and supporting at key events.
- Confident to be able to upsell the meeting space in conjunction to the café offering.
- Helping to raise the profile of St Catherine's Hospice by talking to supporters.
- Being aware of any visiting patients or families and any additional support they might need.
- Discuss any queries, problems or observations with your manager.
- Adhere to our Volunteering Code of Conduct at all times.
- Attend relevant meetings & undertake all training required.
- Act as an ambassador for St Catherine's at all times.



What you gain from this opportunity:

- Satisfaction of helping St Catherine's Hospice to support local people and their loved ones when it's needed most
- Full training and support throughout your role
- Travel expenses reimbursed
- Chance to boost your CV, including a reference
- Volunteer as part of our expert team and enjoying regular social opportunities. Long service and annual recognition awards
- An understanding of Hospice care and philosophy and the ability to contribute to it.

What we're looking for:

- Minimum age of 16 (parent/guardian consent and a child employment permit may be required).
- Good communication skills, being sociable, cheerful and courteous in all you do.
- A caring approach while being able to demonstrate strong emotional resilience.
- Good level of fitness and mobility - moving equipment, operating the dishwasher and extended time on your feet are all core parts of this role.
- Commitment to continuous development, including regular training.
- Ability to volunteer as part of a team.
- Preferable able to give one day a week, but alternative ad hoc availability could be considered.

Criminal Record Check Required:

No criminal record check is required for this role.

Training Provided:

You will need to undertake any relevant training programmes before starting and attend biannual refresher training as part of our volunteering safety requirements. You will also need to undertake e-learning modules annually.

We may also be able to offer extra training courses relevant to your role, to support your development.

Want more information?

If you have any questions, please call the Volunteering Team on 01293 447351 or email volunteering@stch.org.uk

