

St Helena Volunteers

**VOLUNTEER ROLE DESCRIPTION**

<b>Role Title</b>	<b>Volunteer Hostess</b>
<b>Department/Shop</b>	<b>Therapies and Wellbeing</b>
<b>Location</b>	<b>Joan Tomkins Centre</b>
<b>Reporting To</b>	<b>Group Facilitator / Psychosocial Manager</b>

All volunteers must be sympathetic to and be able to project the philosophy, vision and values of St Helena Hospice.

**ROLE SUMMARY**

- To ensure all catering requirements of the Therapies and Wellbeing Group (T&W Group) attendees are met safely and appropriately under the guidance of the Therapies and Wellbeing Team.
- To ensure a calm unhurried atmosphere prevails in order to help patients, relatives and visitors to the Therapies and Wellbeing service feel relaxed and secure.

**MAIN DUTIES OF THE ROLE**

- Follow the daily list of duties to ensure the kitchen, meeting and dining areas are adequately prepared for the day's events.
  - Meeting and greeting attendees to the T&W Group
  - Ensure any visitor has a bona-fide reason to be on the premises.
  - Assist with serving beverages, lunch and afternoon tea to attendees
  - Wash up and keep the kitchen clean and tidy throughout the shift
  - Maintain confidentiality and data protection at all times.
  - When deputising for the Receptionist, greet any visitors throughout the day, offer refreshment and direct to correct destination.
  - Attend meetings and training organised for all Therapies and Wellbeing Hosts.
  - Any other duties as required or requested by the Therapies and Wellbeing Team.
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- Label all food items in both fridges with date and time of opening.
  - Discard any opened food and drink in the fridge after 3 days.
  - Ensure to check the Communication folder in the kitchen each shift for any updates.

**TRAINING & SUPERVISION**

Full training including Health & Safety will be provided

**PERSONAL QUALITIES**

- Good communication skills, empathic, patient, organised and flexible

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