

St Helena Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Catering Assistant
Department/Shop	Estates & Facilities
Location	The Hospice, Myland Hall, Barncroft Close, Colchester
Reporting To	Catering Manager

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace
- The opportunity to make new friends in your local community
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena so you feel part of the team
- Gives you a sense of purpose – the feel good factor!

Role summary

To participate as a member of the Catering Team involved in the provision of all meals and other refreshments for patients, visitors and staff as well as helping to keep the kitchen clean and tidy adhering to all food hygiene and health and safety regulations. This role involves shift cover including week days, evenings and weekends.

Main duties of the role

- Prepare vegetables as requested by the cook
- Load the dishwasher and hand wash pots and pans.
- Take payments for food and drinks from staff, visitors and volunteers
- Lay tables in the dining room for meals
- Set patient trays for breakfast, lunch and supper
- Replenish tea and coffee making facilities and keep area clean and tidy
- Restock snack fridge in dining room
- Assist in kitchen cleaning duties
- Under guidance from the cook, ensure that all provisions are safely stored, so as to prevent contamination and minimise deterioration and to follow stock control and rotation
- Empty bins and dispose of kitchen refuse to the designated area
- Ensure that Personal Hygiene, Kitchen Hygiene, Health & Safety, and Fire Regulations are adhered to at all times in accordance to Hospice Procedures.
- Undertake other duties as may be required by the cook on duty.

Training & supervision

- Online health and safety training, including food hygiene and manual handling is mandatory (repeated annually)
- Training relevant to the role will be given

Experience & qualifications required

- Previous catering experience would be useful but not essential

Personal attributes

- Passionate about St Helena
- Reliable, trustworthy and conscientious
- Excellent customer service with a professional manner
- Comfortable handling cash
- Good communication skills
- Team player with a friendly outlook