**Volunteer Role Description**

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| **Role title** | Sunday roast assistant | **Reports to** | Soft Services Manager |
| **Department** | Catering (Facilities) | **Accountable to** | Head of Facilities |
| **Hours** | 10.00am to 3.30pm |
| **Commitment required** | Flexible, every third Sunday preferred  |
| **Location** | North Devon Hospice, Deer Park, Newport, Barnstaple, North Devon EX32 0HU |

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| **Role summary*** To support our catering team in Deer Park’s Terrace Café to deliver our Sunday lunches. It can be a very busy and noisy environment. Our volunteers attend to all visitors to the Café in a warm, friendly and professional manner, ensuring that all enquiries are handled calmly and efficiently.
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| **What’s involved*** Greeting and seating customers
* Setting and clearing dining room and balcony tables
* Serving meals and drinks
* Checking in with customers to ensure they are enjoying their meals
* Helping to keep the kitchen and dining areas clean and tidy, including using the dishwasher
* Operating the cash register, receiving food orders and passing to the chefs for production
* Optional food preparation e.g. preparing vegetables, garnishes etc.

**Key responsibilities*** Adhere to all North Devon Hospice policies and procedures
* Undertake all ongoing training required in relation to your role, e.g. safeguarding, health & safety, etc.
* Actively participate in hospice risk management process in order to help safeguard the welfare of patients, visitors, volunteers and staff
* Adhere to good practice regarding professional boundaries
* Complete statutory training in accordance with North Devon Hospice requirements
* All volunteers are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures and guidance relevant to their area of work.
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| **Training & supervision*** Induction and statutory training, prior to commencing the role
* Required ongoing training relevant to the role as directed by North Devon Hospice, for example: health & safety, food hygiene, moving & handling etc.
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| **Benefits*** Meet new people
* Work alongside our friendly catering team
* Help others within your local community
* Wellbeing and fitness
* Reimbursement of all reasonable travel expenses
* Valuable experience, either for personal or professional benefit.
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**This role description may be reviewed in light of any changing service requirements. The role description is not exhaustive; other tasks may be requested from time to time.**

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of assessment** |
| **Qualifications** | None required | None required | Application form, references and certificate check |
| **Skills & knowledge** | Ability to work as part of a teamGood attention to detailGood communication skillsAble to operate to deadlines and under pressure | Able to use initiative and be proactive | Application form, interview, and references |
| **Experience** | Ability to work in a flexible, mature & compassionate manner | Previous catering or customer service experience is useful but not essentialUse of cash register | Application form, interview, and references |
| **Personal qualities** | Commitment to following NDH policies and guidelinesFriendly, reliable and committedAwareness of own strengths and limitations | Ability to relate to people from all backgrounds  | Application form, interview, and references |
| **Additional requirements** | Disclosure and Barring Service (DBS) checks are **not** required for this role.  |

Date: March 2019

Authors: Soft Services Manager; Volunteer Office