

### Volunteer Role Description

<b>Role</b>	Bistro Volunteer
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<b>Role summary</b>	Carrying out a variety of roles within the Bistro, including serving customers, operating the till and clearing tables
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<b>Team role based in</b>	Catering within the Facilities Team
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<b>Time Commitment</b>	<p>We have two-time commitments that we are looking to fill;</p> <ul style="list-style-type: none"> <li>• Four hours once a week between 10am – 2pm Monday – Sunday</li> <li>• Two and a half hours once a week between 4pm – 6.30pm Monday – Sunday</li> <li>• We will be looking for 6 volunteers for each day</li> </ul>
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<b>Location</b>	You will be based at New Fair Havens Hospice, Prittlewell
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<b>What's in it for you?</b>	<ul style="list-style-type: none"> <li>• Named Volunteer Coordinator</li> <li>• The opportunity to develop new and existing skills and make a key contribution to the work of the hospices</li> <li>• Gaining hands on work experience within a professional organisation</li> <li>• The chance to be at the heart of your local community, meet new people and be part of an enthusiastic team</li> <li>• Regular support / catch ups</li> <li>• Agreed out of pocket travel expenses</li> <li>• Certificate of Volunteering on request</li> </ul>
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<p><b>What will I be doing?</b></p>	<ul style="list-style-type: none"> <li>• Serving customers, taking food orders and operating the till</li> <li>• Keeping the bistro clean and tidy</li> <li>• Clearing tables and replenishing stock</li> <li>• Undertaking any Mandatory Training which is in line with Havens Hospices policies and guidelines</li> <li>• Any other duties designated by the Volunteer Coordinator</li> </ul>
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<p><b>Experience and qualifications</b></p>	<ul style="list-style-type: none"> <li>• You will need to be able to communicate effectively</li> <li>• You will need to be customer focused, friendly and accommodating</li> <li>• You will need to be able to work well within a team environment</li> <li>• You will need to be able to stand for a period of two to four hours</li> </ul>
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<p><b>What you need to know</b></p>	<ul style="list-style-type: none"> <li>• You will attend an informal interview. If you are successful, we will require             <ul style="list-style-type: none"> <li>○ two satisfactory references to be returned for you</li> <li>○ a satisfactory DBS check (police check) for certain roles</li> <li>○ you to complete some recruitment paperwork</li> <li>○ you to attend an induction session and any additional training relevant to the role</li> <li>○ you to adhere to all our current policies and procedures</li> <li>○ you to maintain dependable and regular communication</li> </ul> </li> <li>• Due to the nature of our work and our duty of care to our patients and volunteers, we do have a policy in place around people applying to volunteer, who have experienced a close bereavement. This is looked at on an individual basis and will be discussed at the informal interview</li> <li>• There may be contact with patients and their families</li> </ul>
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<p><b>Contact details</b></p>	<p>Volunteer Services 01702 426237 volunteering@havenshospices.org.uk</p>
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Created October 2019