

Volunteering with Wakefield Hospice...

Role Description:

Wakefield Hospice Munchkin Trailer Catering Assistant

Volunteer role in: Events Catering

Volunteer responsible to: Business Catering Lead / Fundraising Department

Volunteering location: Various - on event location

Supported by: Catering Manager / Assistant Manager / Volunteer Services

Summary of Role:

To provide excellent customer service and to assist in the serving of food and drinks.

Usual role hours/shift:

Varies - event locations

Reporting absences:

If you are unwell, going on holiday or are otherwise unable to undertake your shift, please contact the Fundraising Department, Catering Manager or the Volunteer Services department as soon as possible.

Volunteers may be asked to help with:

- Greeting customers and taking food and drinks orders
- Serving Food and drinks service to customers
- Taking payments and cash handling
- Keeping areas clean and tidy
- Washing up, clearing kitchen areas
- Cleaning of surfaces and equipment in accordance with Food Hygiene regulations
- Ensuring all equipment is clean and put away correctly
- Assisting with stock checks

Volunteers must:

- Maintain the Hospice code of confidentiality in regard to service users, their families and carers and all business matters
- Observe and implement the Hospice policies on fire, health and safety, manual handling, infection control, safeguarding and cash handling, reporting any hazards or concerns promptly
- Participate in mandatory training and training deemed necessary for specific roles

Training:

The Hospice is committed to the ongoing training and development of volunteers, aiming to provide appropriate training for all volunteers in order to meet statutory obligations, ensure volunteers are well supported in performing their role and to provide opportunities to undertake additional training for personal development. The Voluntary Services department will ensure that volunteers are informed of, and booked on to, all mandatory and statutory training.

Mandatory and statutory training identified for this role:

- Volunteer Induction
- Mandatory training
- Food Safety and Hygiene Level 2 (Online course, provided by the hospice)

Person Specification / skills required

Communicating clearly and confidently is an essential aspect of this role. Our volunteers are ambassadors for the Hospice and should present and conduct themselves accordingly. They need to be reliable, flexible and be able to work as part of a team. Volunteers in this role must also be physically fit and adaptable.

To apply for the role, please complete a Volunteer Application form and return to Sophie Baker, Wakefield Hospice Volunteer Services Coordinator.

Email: vs@wakefieldhospice.co.uk

Post: FAO Sophie Baker, Wakefield Hospice, Aberford Road, Wakefield, WF1 4TS