

**LINDSEY LODGE HOSPICE**

What is the volunteer role? Meet& Eat volunteer

Where will I be based? Hospice Café Meet & Eat

Who will show me what to do? Catering Manager and supervisors

Who will be responsible for me? As above.

How often could I be asked to attend and for how long? To suit

What might I be doing?

* Sandwich preparation/making:
* Serving cakes/teacakes/toast
* Making teas/coffee etc.
* Serving of hot food
* Taking Payment from customers and using the Till
* Assisting with pot washing as and when required
* Cleaning chiller/remove food to kitchen cold store
* Check dated items
* Clean coffee machine at the end of the day
* Prepare tables for the following day
* Ensure continuous supply of café crockery

Key Responsibilities?

* Meeting legal requirements of food preparation.
* Checking and recording fridge/food temperature.
* Basic kitchen checks.
* Light cleaning duties.
* Cleaning and wiping down tables.
* Attend allergen training

What skills/qualifications might help me?

* To be able to work on own initiative
* Good customer service.
* No formal qualifications are necessary
* Up to date Basic Food Hygiene- Full training will be provided if you don’t already have the certificate.

What other things would we like from you?

* To attend meetings, supervision and appropriate training (including confidentiality).
* To represent Lindsey Lodge Hospice in a positive manner by being smart (clean and tidy) polite and by giving a positive message about the work of the charity.
* To wear a volunteer ID badge
* To operate within Lindsey Lodge’s relevant policies and procedures including the volunteering policy.
* To take responsibility for your own health and safety (wearing footwear appropriate to your role e.g. no high heels or open shoes in patient areas) and report any areas of risk.
* To reflect a commitment to equal opportunities, equality and diversity.

**What happens if things aren’t working out or if I have a problem?**

* Discuss any concerns with your Line Manager. They will try to address and resolve your concern.
* If you are still not satisfied you can take your concern to the Workforce Manager who will try to help.

This document is only intended to help you to understand the role you are volunteering for. There is no obligation on you to undertake this role or on the Hospice to continue to offer it, and you are of course free to leave us at any time (although we very much hope that you won’t).

I acknowledge that I have read and understood the role profile.

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_