

## Volunteer Task Profile

**Volunteer Position:** Café Volunteer – Ecclesall Road South Site

**Volunteer Lead:** Activities Manager

### Introduction

At St Luke's, Sheffield's Hospice on Little Common Lane we care for and support people who are living with advanced and often complex illnesses, their families and carers.

We are committed to ensuring that life is lived as fully as it can be for each individual we support and we support thousands of people each year, but we need to reach more people across Sheffield, particularly at earlier stages in their illness.

Our Ecclesall Road South Site is for people and their loved ones who have a palliative condition at any stage of that journey, offering relaxation and wellbeing, practical support and above all, fun! A range of activities and social events are available, as well as the opportunity to just relax in a homely atmosphere with beautiful gardens.

We are looking for volunteers who can join our team initially on Tuesday, Wednesday or Thursday during the morning or afternoon. This particular role will be to assist the team in our brand new Coach House Café. Demonstrating excellent customer service skills, you'll provide a friendly and welcoming service for all visitors.

The purpose of the café is to provide a friendly space for clients after accessing our activities or families visiting relatives at the Inpatient Centre. It is not a commercial café open to the public. Information on St Luke's support and signposting information will be available for visitors.

### Tasks

We do require you to:

- front of house duties ranging from serving customers & taking payments
- making & preparing coffees & other hot drinks, taking out orders to customers
- general assistant duties which may include helping keep the kitchen area safe & sanitary, clearing tables, loading & unloading the dishwasher
- putting stock away and rotation of stock
- providing signposting information to services at St Luke's and other organisations
- direct visitors to reception for further information/enquiries

We do not require you to:

- patient, client or visitor counselling
- discuss patients personal details on the phone or in person
- assist patients in a clinical capacity such as assisting them to use the toilet or assist with their mobilisation
- book clients on activities

## **Benefits**

Gain experience of working in a caring profession  
Opportunity to help people to improve and make the most of their lives.  
Opportunity to meet and work with interesting and diverse people  
Opportunity to give back to the community in a direct and meaningful way  
Get job references and develop a portfolio of skills and training gained  
Reasonable travel expenses paid (in line with the volunteer policy)  
Develop team working skills  
Develop customer service skills  
Gain valuable experience for your University/College application

## **Training**

St Luke's Induction  
Food Hygiene level 2  
Signposting Information

## **Other requirements**

- Be a minimum of 18 years
- display the identification badge at all times
- Have a current enhanced DBS check generated by St Luke's Hospice
- Abide by the Health & Safety at Work Act.
- Attend Health & Safety and Infection Control training
- Respect confidentiality applying to all St Luke's areas.
- Adhere to St Luke's policies and procedures.
- Comply with the St Luke's no smoking policy.
- Participate in and contribute to team meetings (if applicable)
- Co-operate and liaise with departmental colleagues.

## **Contact Information**

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