



Sheffield's Hospice

Volunteer Task Profile

Café Volunteer

Volunteer Lead: Activities Manager

Flexible hours: Thursday 10am – 1pm

Available to: Volunteers aged 18+

Location: Based at Ecclesall Road South Site

St Luke's is Sheffield's Hospice, with a vision to support and care for everyone affected by terminal illness in Sheffield. We are a community organisation which means that everything we do is focused on helping people in their own communities as well as at our Little Common Lane site, where we support terminally ill people and their loved ones through our 20 bed In Patient Centre, a Therapies and Rehabilitation Centre and Wellbeing services such as Reiki and massage.

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 and our lovely Café.

We have been successfully running our Coach House Café for the last year and we are now looking for 3 new volunteers who can join our team. Demonstrating excellent customer service skills, you will provide a friendly and welcoming service for all visitors, be proactive and have good communication skills.

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 at this time. Information on St Luke's support and signposting information will be available for visitors.

What does this role involve?

Tasks

We do require you to support with:

- 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 support with:

- 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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www.stlukeshospice.org.uk/volunteers