

# CAFÉ ASSISTANT VOLUNTEER ROLE DESCRIPTION

## ABOUT WILLOW BURN VOLUNTEERS

Volunteers use their time, skills and experience to enhance the provision for our patients and to support the staff in delivering a high-quality experience for all and as such will:

- Have enthusiasm and commitment to Willow Burn Hospice, our mission and values.
- Give a realistic time commitment, whilst there is no minimum number of hours required, most of our volunteers give at least four hours a week.
- Work under the direction of staff to deliver a high-quality service
- Respect the privacy of patients and families
- Undertake training necessary for the role
- Make links with the community and share Willow Burn's messages

## OUR VISION

We are part of a community where we treasure lives and everyone is supported to live well and die well.

## OUR VALUES

**Caring:** We put care, compassion and dignity at the heart of everything we do.

**Aspiring:** We are passionate about delivering high quality, personalised services.

**Responsible:** We are a responsible organisation that people can trust.

**Empowering:** We support and enable people to make the choices that matter to them.

## PURPOSE OF THIS VOLUNTEER ROLE

The Willows Café is at the heart of the community and is a welcoming safe space for everyone to come and have a hot meal, meet people and find out what is going on in the local community. It is a friendly and bustling meeting place offering home-cooked food to generate income for Willow Burn Hospice.

The cafe is open, Tuesday to Friday 10:00am - 2:30pm. We serve tasty home cooked food, with a varied menu of breakfasts, lunches, snacks, hot meals and drinks. This all makes it a very varied place to volunteer.

## POINTS OF CONTACT

Café Co-Ordinator and Cooks

## TASK DESCRIPTION

- To provide a warm and welcoming atmosphere for our customers.

Café Assistant Volunteer Role Description

Effective: August 2020  
Reviewed: November 2024  
Review Date: November 2026

- Assisting the café team in day to day running of the cafe.
- Serving customers promptly, courteously and with a smile.
- To ensure the tables and surrounding area are clean and tidy
- Able to take orders, operate the till and handle the money.
- Learn to prepare drinks and food as required.
- Able to undertake serving food and drinks.
- To undertake any other tasks as requested or appropriate with nature of the role.

#### **PERSONAL SPECIFICATION FOR CAFÉ ASSISTANT VOLUNTEERS**

- Excellent organisational skills
- Willingness to complete Food Hygiene Level 2 and mandatory training
- Accuracy and attention to detail
- Good communication skills
- Team player
- Flexible approach to working
- Strong interpersonal skills
- Tact and diplomacy in dealing with a variety of situations
- Self-awareness and able to use initiative
- Good understanding of equality and diversity

#### **ADDITIONAL REQUIREMENTS**

- To ensure in all circumstances that you represent Willow Burn in a positive light.

The above is indicative of the tasks to be carried out and will change from time to time in consultation with the volunteer and in line with service needs.

All duties are to be carried out in accordance with the law, the Willow Burn Hospice philosophy, policies and procedures, the placement contract (if applicable) and in the spirit of fairness and equality and other professional guidelines.