

TEA HATCH 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 Mission.

To deliver hospice care of the highest standard to our patients and those important to them – now and in the future.

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, Aspiring, Responsible, Empowering

Our values are at the heart of everything we do; anyone who works for or represents the Hospice, in any capacity, is expected to uphold and demonstrate our core values, contribute positively towards achieving our goal and strive to fulfil our mission within our charitable objectives

PURPOSE OF THIS VOLUNTEER ROLE

The Tea Hatch at Shotley Bridge Hospital is new to Willow Burn and like the Willows Café is at the heart of the community. We envision it will be a welcoming safe space for visitors to the hospital to get a hot or cold drink and other refreshments such as confectionary, crisps and biscuits. We hope it will be a welcome addition to hospital patients, their families and staff as well as generating income for Willow Burn, the hospital's local 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

Head of Fundraising and Marketing

TASK DESCRIPTION

- To provide a warm and welcoming atmosphere for customers.
- Serving customers promptly, courteously and with a smile.
- To ensure the tables and surrounding area are clean and tidy
- Able to take orders and handle money.
- Able to prepare hot drinks.
- Recording fridge temperatures.
- Ensure Tea Hatch/kitchen is clean and tidy.
- Reporting when stock is low to Willow Burn Hospice e.g. crisps, cold drinks confectionary, greetings cards
- To undertake any other tasks as requested or appropriate with nature of the role.

PERSONAL SPECIFICATION FOR TEA HATCH 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.