

Volunteer Role Description

Your volunteer role description provides you with an outline of your role and the tasks you will complete when volunteering.

Whatever your role, or however much time you donate, you will be helping to improve the lives of people severely affected by mental illness. We appreciate and value your commitment to volunteering with Rethink Mental Illness.

My role title:

Volunteer Café Assistant

Role details

Where my role is based

John Hall Wellness Gardens, Leek, Staffordshire

Who I am supported by

Café Supervisor

The DBS check for my role

Basic DBS check

Service details

The service I support

John Hall Wellness Gardens

The location of the service

Leek

The days and times volunteering is available

4 hours per week

The service code

6216

The purpose of my role

Assisting the Café Supervisor and your fellow volunteers, you will play an integral part of John Hall Wellness Garden's future, by helping to deliver a café experience for the general public, Friends of the Garden, and guests. If you think you can make a difference and commit some time on a regular on-going basis, we would love to hear from you! This is a real opportunity to develop your current existing skills, learn new skills and network with other volunteers. We welcome anyone wishing to gain experience or have an interest in going into the hospitality sector.

The service I support

John Hall Gardens is a Community Education Garden & Café green space for the community of Leek, local schools, colleges, and social enterprises. With the aim of enabling the local community to work/learn and socialise with people with mental and physical health support needs. This includes adults of all ages and children and young people.

I will complete the following tasks

You will have the opportunity to assist with food preparation, presentation, cleaning and serving/selling high quality food and beverages.

Under the guidance of the Café Supervisor, you, together with other volunteers will ensure that the Café is compliant with all relevant health and safety legislation and pursuing an outstanding performance and food hygiene rating.

In addition, there will be further opportunities to support activity groups in the café, special events and input into event and menu planning.

The main tasks volunteer café assistants will support with are:

- Support Café staff, other volunteers and trainees in the smooth day to day running of the Café.
- Carry out basic catering tasks including food preparation, cleaning and serving food to customers.
- Operate the coffee machine (full training will be provided).
- Handle cash or card transactions and operate the till.
- Work with the Café Supervisor to ensure relevant paperwork is completed and checks are carried out ensuring compliance against relevant food safety and health and safety policies and procedures.
- Ensure kitchen area and Café are clean and tidy (including equipment, walls, floors, tables, work surfaces), and waste is discarded safely.
- Provide good customer service, dealing with visitors and customers in a friendly and polite manner.

I have the necessary skills, experience, and attitude

I have the essentials covered:

- Eagerness to learn and train in all aspects of the café catering operation
- Cheerful nature, good interpersonal skills, can communicate confidently with a range of people of all ages
- Good customer care service skills

Although it's not essential, I may also have:

- Basic food safety knowledge or HACCP. Further training, will be provided including allergens
- Experience in food handling and basic preparation of foods

You'll have our support and guidance, every step of the way

What I value and how I will behave

I can demonstrate and apply Rethink Mental Illness values:

Commitment - We work tirelessly to provide support for everyone severely affected by mental illness.

Equity - We believe that in a world where discrimination and disadvantage exist treating people with equity is critical to ensure justice and fairness for all.

Expertise - We constantly use our expertise to provide practical and personal support for people who are severely affected by mental illness.

Hope - We offer hope of a better quality of life for all those severely affected by mental illness.

Openness - We are open and transparent in all our work with beneficiaries, supporters, partners and the public to achieve change for people severely affected by mental illness.

Passion - We are passionate about leading the way to a better quality of life for everyone severely affected by mental illness.

Understanding - People who are severely affected by mental illness are at the heart of everything we do in our organisation – our membership, our governance and our workforce.

I can demonstrate and apply RethinkCARES behaviours of:



What training and support will I receive?

As part of my induction, I will complete the following e-learning modules:

- Safeguarding adults
- Data security

Depending on my role, I may also be asked to complete other training courses such as:

- Safeguarding children
- Equality and diversity
- Health and safety
- Mental health awareness

I will also have access to:

- Regular reflection sessions with my Volunteer Manager

What will I get out of it?

There are lots of benefits to volunteering. Here are just a few:



**Develop my existing skills
or learn new ones**



**Enhance my CV and
boost my employability**



**Reimbursement for out-
of-pocket expenses**



**Impact positively on my
own mental health, as well
as others**



**Meet new people and
increase my self-
confidence**



**Find a passion and
maybe a step towards a
new career**



**Access to internal
vacancies**



**Access to Rethinks
Volunteer Assistance
Programme**



**Gain a reference from
Rethink Mental Illness**