

Volunteer Role Profile

Role: Breakfast Volunteer

Volunteering location: The Lambert

Department: Food & Nutrition

Line Manager: David Bridgeman

Through volunteering your time at North Yorkshire Hospice Care you are supporting those in our community who are experiencing terminal illness or bereavement. Volunteers are integral to the work of North Yorkshire Hospice Care and we would love to welcome you to our team.

It is essential that volunteers adhere to the role description, undertake appropriate tasks only for which they have been trained and are clear about the boundaries of this role. If volunteers are unsure about any task they have been asked to carry out, they should contact their line manager for advice. This is to ensure the safety and well-being of both clients and volunteers.

About the role:

To assist the food & nutrition in preparing, serving and supporting the delivery of breakfast to patients.

This includes helping to create a welcoming and comfortable dining experience while ensuring food hygiene, allergen awareness and safety standards are always followed. Duties may involve preparing simple food items, serving meals and drinks, assisting patients where appropriate, and supporting the team with clearing and cleaning after service.

The role may involve interaction with vulnerable patients and therefore may require an enhanced DBS. The role is initially based at The Lambert in Thirsk.

The role will consist of helping our team to carry out these tasks to support the organisation.

Key tasks:

- Preparing breakfast items such as toast, cereals and hot beverages
- Serving food and drinks to patients, visitors and staff
- Assisting patients with meal choices where appropriate (within role boundaries)
- Being aware of common food allergens and referring any dietary queries to catering staff
- Laying up and clearing tables
- Washing up or loading/unloading dishwashers
- Keeping kitchen and dining areas clean and tidy
- Replenishing food, beverages and supplies
- Following food hygiene, infection prevention and health & safety guidelines

Key skills/attributes required:

- Friendly, reliable, enthusiastic and approachable
- Ability to communicate sensitively with patients, visitors and staff
- Happy to work as part of a team or independently
- Basic food hygiene knowledge or willingness to undertake training
- Awareness of food allergens and the importance of accurate information
- Willingness to follow instructions and maintain high standards of cleanliness
- This role may involve standing, light lifting and moving around the kitchen/dining area

Training requirements:

1. No formal qualifications are required
2. H&S induction including food hygiene, allergen awareness, manual handling and risk assessment