

Things to know

Location

Royal Preston Hospital- Rosemere
Cancer Centre Coffee Shop

Reports to

Rosemere Coffee Shop Committee

Time Commitment

3- 5 hours

Checks Required

DBS

Occupational Health

2 References

Expenses

Reimbursed travel to/from location on
day of volunteering

Personal Requirements

- Confident when communicating with staff, patients & general public
- To display levels of empathy and understanding at all times
- Always smart and presentable and always wearing Trust ID badge and Rosemere Coffee Shop tabard or apron
- To display and emulate the Trust Values
- Understand the importance to stay within the boundaries of the role description

Rosemere Coffee Shop Volunteer



OUTLINE OF DUTIES

To support the running of the Rosemere Coffee Shop









MAIN TASKS

- To provide the patients/carers/customers with the refreshments requested. This involves standing to prepare and serve the refreshments.
- To provide a warm welcome, pleasant conversation and a listening ear when required.
- To put the patients/carers at their ease.
- To work safely within the coffee shop environment following health and safety regulations. No specific skills are required as training is given.
- To follow guidance in the coffee shop handbook.
- To ensure that cleaning and re-stocking routines are adhered to.
- Reliability and commitment to either a regular shift and/or relief work.







TRAINING AND SUPPORT

- Trust Mandatory Training- *to be refreshed every 3 years*:
 - ✓ Fire Safety
 - ✓ Health, Safety and Welfare
 - ✓ Equality, Diversity and Human Rights
 - ✓ Infection Prevention and Control (Non-Clinical) Level 1
 - ✓ Moving and Handling – Level 1
- The volunteer department will keep in touch with you and will arrange 1:1's to see how your role is going and to offer you any support.

BENEFITS TO VOLUNTEERS

-  Gain practical volunteer experience and learn about the healthcare environment
-  Develop skills and experience that may be transferable to paid employment, such as working as a part of a team
-  Opportunity to help/support patients during a difficult time
-  Ongoing support and supervision sessions
-  Making friends with other volunteers and meeting new people
-  Awards in recognition of volunteering contribution
-  Free parking
-  All volunteer qualify for a Blue Light Discount Card- please ask for further details.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures		
Excellent communication skills		
Ability to work as an individual and as part of a team		
Reliable and punctual		
Willingness to undertake training		
Experience of volunteering		
Experience of a healthcare setting		