



# Volunteer Role Description

## Community Cafe Volunteer

This role is to assist Family Hub staff by preparing food, serving customers and cleaning the kitchen in our community café, to provide a healthy low-cost meal for families in the community.

Volunteering within our Family Hubs, and be part of our welcoming and friendly centres, volunteers are an important part of our team. You will get the chance to get a real insight into our children and families' service. You will be given an opportunity to begin to explore different career pathways, which may interest you and develop your skills to effectively support children, young people, and their families to make a difference.

### **This opportunity will suit someone who:**

1. Be warm and welcoming, serve customers accessing the Family Hub Community Cafe.
2. To work with staff and volunteers to do the day-to-day ordering, helping suppliers unpacking/storing food, cleaning kitchen/cafe facilities at the Family Hub.
3. To follow the weekly menus and to help suggest new menu ideas.
4. To prepare and cook healthy food for the cafe service. e.g. sandwiches, soup and hot meals.
5. To maintain the health and safety and cleaning schedules in the kitchen, to include washing up by hand, maintaining food hygiene standards in the kitchen and collecting and disposal of kitchen waste.
6. Promote the family hub and engage families from the local community to access the group and wider services provided at the Family Hub, working closely with the Family Hub team if further support is required.

### **Role Responsibilities**

1. To ensure that the Council's Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures.
2. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner.
3. All volunteers are required to demonstrate a commitment when carrying out their voluntary duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council's Equality & Diversity Policy.
4. Ensure the highest standards of customer care are always met.

5. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may need safeguarding.

We require all volunteers to attend training as part of their role. This may be delivered in a range of ways including attending organised training sessions, work shadowing and through supervision. Training may be delivered at a range of venues.

This role requires an Enhanced DBS check.

For more information, please contact [volunteer@redcar-cleveland.gov.uk](mailto:volunteer@redcar-cleveland.gov.uk)