

Volunteer Tea Bar Assistant

How you will make a difference

CCHC provides practical, emotional and social support to those affected by cancer, who visit the Centre physically or virtually, with a holistic approach to wellbeing: Mind, Body and Spirit.

The tea bar is at the heart of The Centre and provides members and visitors with a warm welcome and refreshments, to ensure they feel comfortable and relaxed. You will help provide an efficient and friendly service, enabling the Centre Management Team to be available for our members.

What will you be doing?

Providing a warm and friendly welcome to visitors - you may be the first person they speak to on arrival

Being aware of varying emotional and physical health of vulnerable visitors and being sensitive to their needs

In the absence of a welcome desk volunteer, ensure first time visitors are introduced to staff, if available, and introduced to the Centre, explaining how the tea bar operates, showing them where facilities such as toilets are

Preparing the kitchen for sessions, ensuring plentiful supplies, replenishing if necessary. Ensuring equipment is ready for use

Preparing and serving hot and cold drinks and snacks, either at the bar or table service, clearing and cleaning tables and bar of used crockery

Maintaining high level of hygiene and cleanliness in the kitchen to include washing up and storing used crockery, cutlery and equipment

Ensuring kitchen is left clean and ready for next session

Ensure management team are notified of any malfunctioning equipment.

Be aware of stock levels and inform management team when supplies are needed.

There is an opportunity to combine this role with other Cambridge Cancer Help Centre volunteering roles if desired.

Where will you be volunteering?

You will volunteer at The Centre.

What time commitment do you need to make?

You will need to be available regularly for at least one three-hour session per week, morning or afternoon, to be mutually agreed with management team. The ability to be available to cover volunteer absence and holidays is desirable.

What skills and qualities will you need?

It is essential that you are friendly, approachable and professional in manner

To be a good listener

To be empathetic and sensitive to members

To respect and maintain confidentiality

To be reliable, organised and efficient

To be confident carrying out tasks independently and /or working cooperatively with other volunteers and staff

To cope with the physical demands of the role.

What training and support will you be offered?

A named supervisor for regular contact.

A volunteer agreement.

An induction with an introduction to the charity, the role and our policies.

Group training refresher sessions.

An opportunity to meet other volunteers and attend volunteer meetings.

1:1 supervision meetings for longer term volunteers.

The Centre will arrange for a DBS certificate application if applicable.

Can I claim expenses?

You will be entitled to claim reimbursement of reasonable travel expenses subject to our agreed policy.

For more detail about this role, or to receive an application form, please contact Lorna Gough: contact@cambridgecancerhelpcentre.org

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