Job description

<table>
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<th>Post:</th>
<th>Ward tea and coffee Volunteer</th>
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<tr>
<td>Department:</td>
<td>Housekeeping</td>
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<tr>
<td>Responsible to:</td>
<td>Clinical Support Services Manager (Housekeeping)</td>
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This important volunteer role is to provide refreshments for patients and their visitors on the Ward. Because many of our patient’s immune system is compromised, Infection Control is very important, and in particular good hand washing technique.

Time commitment

- The ward coffee volunteer should arrive at 10.15 a.m. and set up the trolley to be on the Ward by 10.30 a.m. The service must be completed by 11.45 a.m. so that the Catering Assistant can prepare for the patient’s lunch.
- The ward tea volunteer should arrive at 2.30 p.m. and set up the trolley to be on the Ward by 2.45 p.m. The service must be completed by 4.15 p.m. to allow for the catering staff to set up for patient suppers.

Tasks and activities

- The volunteer must check the whiteboard in the Ward Kitchen, collect the special requirements list and liaise with the Ward Services Assistant to ascertain patient beverage/food requirements.
- The volunteer will make a pot of tea/coffee in the Ward Kitchen and then load this onto the Ward Kitchen trolley together with a hot water flask, juices and milk. Cups, saucers, spoons sugar biscuits/cakes should also be placed onto the trolley for the round.
- Enquiries should be made of all patients (apart from those patients on the red tray system), as to whether they would like tea, coffee or an alternative beverage. These should be served at the bedside. If the patient requires help with hot or cold drinks the volunteer must call a member of the Nursing Team.
- Volunteers may offer tea/coffee to visitors but if there are more than two, visitors should be directed to the Coffee Shop. However, there may be times when this is not appropriate and the volunteer should seek guidance from the nursing or ward kitchen staff on how to proceed.
- After a suitable length of time, all ward crockery should be collected and returned to the Ward Kitchen.
- The volunteer is expected to load and empty the dishwasher returning the clean items to the designated shelves. The Kitchen and trolley should be left clean and tidy for the next person to use.
The above list is not exhaustive, and volunteers may be asked to take on other tasks to support and assist the smooth running of the Hospice.

Dress code
- All volunteers must wear a tabard which they will collect and return to the Hospice Laundry at all times.
- Sensible shoes should be worn and jewellery, particularly fashion jewellery should be kept to a minimum.
- A volunteer badge must be worn at all time.

Essential Requirements
- Good communication skills and able to maintain confidentiality at all times
- Able to understand written instructions regarding patient requirements
- Be polite, courteous and sensitive to patients, their families and staff at all times
- Flexibility to meet Ward requirements
- Have a reasonable level of fitness in order to carry out this role
- Able to maintain confidentiality at all times
- Enjoy working in a team environment
- Happy to undertake lone working
- Self-motivated
- Committed to the Mission, Vision and Values of the Hospice

Desirable Requirements
- Food Hygiene Certificate
- Previous experience of a health care setting

The person
You will be an organised and detail-conscious person, with a flexible and adaptable approach, who is looking for a varied role. You will be able to deal with routine tasks, but enjoy the challenge of something new. You will be able to demonstrate respect, compassion and knowledge in your interactions.

Training and support
- Group Induction
- Induction training with Team Leader
- Attendance of twice yearly meetings
- Specific relevant courses – Health and Safety, Safeguarding, etc., run by the Education Department

The Hospice values the diversity that volunteers can bring to the charity, and welcomes volunteer applications from all sections of the community, and from all walks of life.