

Wellbeing Servery Role Description

Role Title:	Wellbeing Servery Volunteer
Role Location:	Treetops Hospice, Derby Road, Risley, DE72 3SS
Commitment:	The following shifts are available, Monday 9.30am – 1.00pm, Thursday 9.30 -1.00pm or 12 – 3.30pm. You can give us as much or as little time as you can, most people give us a day a week/fortnight.
Responsible to:	Wellbeing Space clinical team

Volunteering for Treetops - How you can make a difference

On completion of induction and mandatory training, you may be asked to do all or some of the following:

- Follow our policies and respect confidentiality
- Work as part of a team using a shared rota
- Offer service in an empathic and empowering way
- Serve attendees with a variety of needs, including their carers and family
- Handle a variety of food and drinks in line with basic food guidelines
- Check expiry dates and replenish stock
- Wash pots, pans, and use the dishwasher and cleaning duties
- Operate the till and take card payments

Full training will be given for these activities. This list is not exhaustive.

Skills and Qualities We Value

We're looking for volunteers who can demonstrate:

- **Teamwork** – able to collaborate and share responsibilities
- **Reliability** – punctual, consistent, honest and dependable
- **Emotional awareness** – able to support others with compassion and without judgment in an empathic manner.
- **Adaptability** – open to change and responsive to diverse needs
- **Person-centred thinking** – respectful of individual experiences and preferences
- **Awareness of personal limitations** – speak to the group lead or manager
- **Communication skills** – clear speaking, active listening, and empathy
- **Self-reflection** – willing to learn and grow through feedback and experience

Some aspects of this role can be emotionally demanding. If you have any health needs or require adjustments, please let us know — we're here to support you

How could volunteering benefit me?

- Make a real difference
- Make new friends in a caring and dedicated team.
- Develop your skills and experience in the healthcare sector.
- Enhance your CV and gain written references for prospective employers.
- Be a part of a team that celebrates diversity and respects cultural differences.
- Receiving training from, and then representing, a leading local hospice.

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