

Wellbeing Volunteer Role Description

21/02/2023

Role Title:	Wellbeing Café Volunteer
Role Location:	Treetops Hospice, Derby Road, Risley, DE72 3SS or at the Derby drop in
Commitment:	Our ideal would be for a full day on a Tuesday 10am-2pm or Thursday 9:30am-3:30pm. But you can give us as much or a little time as you can, most people give us half a day a week/fortnight.
Responsible to:	Wellbeing, Support and Information Manager

Volunteering for Treetops - How you can make a difference

On completion of induction and mandatory training, your role may involve:

- Open up and have conversations in a person-centred way with people who attend to ascertain why they have accessed the café.
- Offer support as needed in an empathic and empowering way
- Welcome people into the café and show them where/how they can access refreshments. Place orders with the kitchen as needed
- Assist with the set-up of the cafe
- Signpost to other staff and services at Treetops and elsewhere
- Assist with tidying up the café at the end of the day
- Retain confidentiality and comply with Treetops' policies/procedures
- Keep a safe working environment by complying with risk assessments
- Gain a knowledge of Treetops Hospice services and how to access them

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

Skills & Qualities – Will the role suit me?

- Trustworthy, Reliable, Punctual and Committed
- Able to work as part of a team
- Presentable with a positive, friendly attitude
- Able to embrace the changing needs of the diverse community we serve
- Understanding of person-centred care
- A calm persona with a high level of compassion and empathy
- An excellent communicator and great listener
- Some aspects of the role can be physically and mentally demanding; please let us know if you have health issues that would prevent you from doing something or what assistance you would need to do it.

How could volunteering benefit me?

- The chance to develop new skills, knowledge and experiences to add to your CV
- Build your self confidence
- Improve your communication skills
- Being part of a team
- The opportunity to 'give something back' and support your local community
- Personal satisfaction.