

Brew Room Volunteer - Role Description and Person Specification

Hours – Various

Reporting to – Centre Lead

Role Description

Summary of Main Duties and Responsibilities

The Brew Room Volunteer will help to run the small community café at The Anthony Seddon Fund that supports our Crisis Support service and daily programme of activities and groups that support people with mental health issues in Tameside.

Main Duties and Responsibilities

- Preparing and serving drinks and simple snacks such as toast, porridge etc. for customers and visitors.
- Keeping the brew room and dining areas clean and tidy, ensuring food safety and hygiene is maintained at all times.
- Handling small cash payments and till operation.
- Assisting with stock control / ordering of stock.

General Responsibilities

- To cooperate with your line manager, to work safely, to comply with health and safety instructions and information.
- To respect people's differences and to actively encourage equality of opportunity in all areas of work.
- To adhere to the Charity policies, procedures, protocols and guidelines at all times.
- To attend appropriate training courses as agreed with line manager.
- Any other tasks related to the role as requested by line manager.

Person Specification

Knowledge and Experience

- Experience of working with people with mental health issues is preferable, but not essential.
- Experience of handling food and food preparation is preferable, but not essential.
- Food Hygiene – Level 2 (training can be provided)

Skills and Personal Qualities

- Ability to build positive relationships.
- Ability to demonstrate a professional and organised approach to the role.

- Ability to communicate in a clear and meaningful way.
- Ability to deal with interruptions, be flexible and quickly adapt to change.
- Ability to work on own initiative and demonstrate good problem-solving capabilities.
- Ability to maintain personal and professional boundaries.
- Ability to maintain confidentiality and to challenge any breaches of confidentiality by others.
- Ability to commit to volunteer hours as agreed with Centre Lead.
- Ability to commit to attending all training as requested deemed suitable to this role.

Physical, Mental and Emotional Effort

This post may involve management of verbal aggression and psychological distress and requires the post holder to respond appropriately and sensitively to customers and their families.

The Anthony Seddon Fund's Commitment to our Volunteers

In exchange for your time and passion, we will aim to provide:

- Support for you to access in-house and external training opportunities.
- Reimburse expenses such as travel or parking.
- Opportunities to celebrate and be rewarded for your help.
- A commitment to provide references for anyone who volunteers with us for over 6 months.