

Brew Room Volunteer

Role Description and Person Specification

Hours – 12:30pm-3:30pm, Monday-Friday

Reporting to – Peer Support Team

Role Description

The Brew Room Volunteer helps make The Anthony Seddon Centre a warm and welcoming space by preparing and serving refreshments for customers attending our mental health peer support drop-in. Working from the brew room hatchway, you'll be responsible for making drinks, offering a friendly chat, and helping keep the drop-in space clean and inviting. You'll play a key role in creating a relaxed and welcoming atmosphere where people feel comfortable and valued.

Main Duties and Responsibilities

- Making and serving tea, coffee, and simple snacks (toast, biscuits, cup-a-soup, etc.) from the brew room hatchway.
- Keeping the brew room area clean and tidy to ensure food safety and hygiene are always maintained.
- Handling small cash and card payments when needed.
- Helping to keep track of stock and restocking supplies when necessary.
- Supporting Peer Support Volunteers by creating a calm and welcoming environment for customers.
- Having friendly, informal chats with customers to help them feel comfortable.

General Responsibilities

- Follow food safety and hygiene procedures to maintain a clean and safe environment.
- Be warm, welcoming, and respectful to all customers and visitors.
- Stick to the charity's policies and procedures to help things run smoothly.
- Join in with training when needed; we'll make sure you feel confident in the role.
- Lend a hand where you can, whether it's making a brew, wiping down surfaces, or restocking supplies, your support makes a big difference!

Person Specification

Knowledge and Experience

- No experience needed; we'll provide all the training and support you need!
- Experience working with people with mental health challenges is helpful but not essential.

- Experience handling and preparing food is beneficial but not required.
- A Level 2 Food Hygiene Certificate is needed for this role but don't worry, we can arrange the training for you.

Skills and Personal Qualities

- Friendly and welcoming, able to create a warm, inviting space for customers.
- Organised and reliable, able to manage tasks and keep things running smoothly.
- Good communication skills, comfortable chatting with customers and working with other volunteers.
- Flexible and adaptable, things can change quickly in the drop-in, so being able to go with the flow is important.
- Able to work independently but also as part of a team.
- Respectful of boundaries and confidentiality, understanding what's appropriate to share and when to get help.
- Committed to attending agreed volunteer shifts and any required training.

Physical, Mental, and Emotional Effort

This role may involve supporting people who are experiencing distress or difficult emotions. While most conversations will be positive and supportive, there may be times when someone is struggling, upset, or frustrated. As a volunteer, you'll be expected to listen with empathy, stay calm, and know when to get support from staff if needed.

You won't be expected to handle difficult situations alone, we'll always make sure you have guidance and support in place.

The Anthony Seddon Fund's Commitment to Our Volunteers

We truly appreciate our volunteers and want to make sure you feel valued and supported. In return for your time and passion, we offer:

- **Training & Development** – Access to in-house and external training to help you build skills and confidence.
- **Expenses Covered** – We'll reimburse reasonable travel and parking expenses.
- **A Supportive Community** – Be part of a friendly, welcoming team that makes a real difference.
- **Recognition & Appreciation** – Opportunities to celebrate your contribution, whether that's through events, thank-yous, or volunteer rewards.
- **References for the Future** – If you volunteer with us for **6 months or more**, we'll be happy to provide a reference.
- **Personal Growth & Wellbeing** – Volunteering can be a great way to boost your own confidence, wellbeing, and sense of purpose.