

Brew Room Volunteer - Role Description

About The Anthony Seddon Fund

The Anthony Seddon Fund is a peer-led mental health charity based in Ashton-under-Lyne. We provide a safe, welcoming, and inclusive space where people can access support, connection, and activities that promote positive mental health and wellbeing.

Our centre offers a range of peer support groups, wellbeing activities, community events, and drop-in support sessions, helping people feel less isolated and more connected within their community.

Volunteers are a vital part of the support and community we provide. Many of our volunteers bring lived experience, compassion, and understanding to their role, helping create the welcoming and supportive environment TASFund is known for.

About This Role

Brew Room Volunteers help create a warm, welcoming, and supportive environment within The Anthony Seddon Centre by preparing and serving refreshments during our peer support drop-in sessions.

Working from the brew room hatch, you'll help provide drinks, light refreshments, and friendly conversation to people attending the centre. The brew room is often one of the first points of contact for customers, so this role plays an important part in helping people feel comfortable, included, and at ease.

You do not need previous catering or hospitality experience to volunteer in this role. The most important things are being approachable, reliable, and willing to help create a positive and welcoming atmosphere.

What You Might Be Doing

- Preparing and serving drinks and light refreshments such as tea, coffee, toast, biscuits, and cup-a-soup
- Welcoming customers and helping create a relaxed and friendly environment
- Having informal chats with customers and helping people feel comfortable within the space
- Keeping the brew room clean, tidy, and organised
- Supporting food hygiene and health & safety procedures within the kitchen area
- Helping monitor stock levels and restocking supplies where needed
- Handling small cash or card payments where appropriate
- Supporting staff and other volunteers during busy drop-in sessions

- Helping maintain a safe, clean, and welcoming environment for everyone using the centre
- Letting staff know if someone may need additional support or assistance during a session

What We're Looking For

We're looking for people who are:

- Friendly, approachable, and welcoming
- Comfortable speaking with people from different backgrounds and experiences
- Reliable and able to work as part of a team
- Organised and willing to help with practical tasks
- Respectful of boundaries, confidentiality, and the wellbeing of others
- Flexible and able to adapt to a busy and sometimes fast-paced environment
- Open to learning and taking part in relevant training and support

You do not need previous volunteering or mental health experience to apply for this role.

Helpful but Not Essential

The following experience or interests may be helpful, but are not required:

- Experience in hospitality, catering, retail, or customer service
- Experience supporting people in a professional, voluntary, or informal setting
- An understanding of mental health or lived experience of mental health challenges
- Confidence working in a kitchen or food preparation environment
- A Food Hygiene Certificate (*training can be arranged if needed*)

Support & Training

All volunteers receive an induction, support during their trial period, and access to relevant training to help them feel confident and supported in their role.

You will have regular opportunities to check in with staff, ask questions, and discuss any support or development needs. Additional training opportunities may also be available depending on your role and interests.

You are never expected to know everything straight away; volunteering at TASFund is a learning experience, and support is always available when needed.

Important Information

Volunteers are expected to maintain appropriate boundaries, respect confidentiality, and follow TASFund policies and procedures while carrying out their role.

Some volunteer roles may involve supporting people who are experiencing emotional distress or difficult situations. Volunteers are not expected to provide counselling, therapy, or crisis intervention, and support from staff will always be available where needed. Volunteers should always work within the boundaries of their role and seek support from staff whenever needed.

Certain roles may require a Disclosure and Barring Service (DBS) check. If this applies to the role, this will be discussed with you as part of the recruitment process.

Time Commitment

Brew Room Volunteers usually support the drop-in between **12:30pm and 3:30pm, Monday to Friday.**

We ask volunteers to commit to regular shifts where possible, as consistency helps create a welcoming and familiar environment for people attending the centre.

However, we understand that availability and personal circumstances can change, and we aim to be flexible and supportive wherever possible. Shift patterns and availability will be discussed during the recruitment process.

What Volunteers Receive From Us

We truly value the time, skills, and experiences our volunteers bring to TASFund. In return for your support, we aim to provide a positive and rewarding volunteering experience through:

- A friendly, welcoming, and supportive environment
- Induction, training, and ongoing development opportunities
- Regular support and supervision
- Reimbursement of reasonable agreed expenses
- Volunteer recognition and appreciation events
- Opportunities to build confidence, skills, and experience
- References for volunteers who complete an agreed period of volunteering

Volunteering can also be a great way to meet new people, build confidence, develop skills, and support your own wellbeing while making a difference in the community.

Interested?

If you are interested in this role, we'd love to hear from you. The first step is to complete a Volunteer Expression of Interest Form, after which we'll invite you to attend one of our volunteer introductory sessions to learn more about TASFund and the role.