

Stockton Family Outreach & Volunteering Service

Role description – Community Café Volunteer



Purpose

Family Action in Stockton are part of the 0-19 service. Our volunteers work in the Family Hubs, out in the community and within the family home. They help and support Children, Young People and Families to learn life skills and gain confidence. **Community Café Volunteers will assist in the day-to-day running of the Family Hub cafés – from food preparation, to customer service, to maintaining hygiene standards. Most importantly they will be a friendly face for families visiting the hub.**

What we will ask of you

- Prepare the kitchen for service, including basic stock-taking
- Prepare and cook some dishes prior to café opening time(s)
- Greet children, young people and families in a friendly and welcoming way
- Take orders, operate the till and give correct change
- Handle customer queries proactively
- Prepare and cook food to order, managing several orders at the same time (with support)
- Clear tables, clean surfaces, sweep and mop – following health & safety procedures

- Undergo an Enhanced Disclosure and Barring Service (DBS) check
- Undergo all training and supervision as required by Family Action
- Comply with Family Action’s policies and procedures, including Safeguarding, Health and Safety, GDPR and Diversity & Equality. Safeguard the welfare of children and vulnerable adults. Protect your own health, safety and welfare. Positively promote the principles of these policies amongst colleagues, service users, volunteers and other members of the community.

- Throughout your volunteering role, evidence Family Action’s values by:
 - a) Being people focused
 - b) Reflecting a ‘can do’ approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services.

Who will be in your team

You will work with the Community Café Apprentice(s) in the first instance, but also Hub Workers and other volunteers during busier periods. You will *always* have the support of your Volunteer Coordinator or Volunteer Support Worker – either by phone, email or in person.

Where you’ll be based

You will be based in one of the three Family Hubs (Billingham, Roseworth & Central Stockton locations)

Time commitment

We ask all of our volunteers to commit to a minimum of 6 months, 3 hours per week.

What's in it for you

Community Café Volunteers will gain experience of the catering and hospitality industry. They will be customer-facing and so they will also gain experience in interacting with members of the public in a service role. They will be involved in helping to run community events within the café and engage with children, young people and families.