Volunteer Catering Operative

Task Description

Tasks to be undertaken

It is anticipated that you will carry out all or some of the following tasks:

1. To work on the restaurant seating area ensuring all tables are wiped immediately a customer clears their trays
2. To meet and greet customers as they enter the restaurant
3. To push dirty tray trolley into the pot wash area
4. To sweep floors during service time ensuring no rubbish on the floors.
5. To provide a courteous and high quality service to all customers including a greeting and a parting comment, determine their needs and surpass their expectations.
6. Able to empathise with customers, maintain professionalism, display patience and politeness within a sometimes pressurised environment
7. To solve all customer complaints as trained and to refer to Supervisor in difficult situations.
8. To be presentable at all times and adhering to uniform policies and procedures.

Person Specification

It is expected that the Volunteer Catering Operative will be able:

1. To communicate effectively both orally and in writing.
2. To work with the minimum of supervision after suitable training has been undertaken.
3. To use their own initiative as the need arises within agreed areas.
4. To present a professional approach to customers and other staff.
5. To be polite and punctual at all times.
6. To fulfil the agreed time commitment each week, in the absence of extenuating circumstances.
7. To ensure absolute confidentiality of information obtained through contact with York Hospitals NHS Foundation Trust.
8. To be physically fit to carry out all the above duties
9. Desirable to have some previous customer service experience and food servery skills
We will support you by:

1. Delivering a Volunteer Induction Day which will provide mandatory training prior to commencement of volunteering.
2. Providing Level 1 Dining Companion training.
3. Providing supervision from the ward team on a daily basis and regular review meetings with your named volunteer supervisor on the ward.
4. Access and contact with the volunteering services team.
5. Other training that may be identified by you, volunteer service or ward staff.

Trust Key Values:

The ultimate objective of the Trust is: ‘To be trusted to deliver safe, effective and sustainable healthcare within our communities’. The Trust requires all volunteers to demonstrate the following Trust Values:

- caring about what we do
- respecting and valuing each other
- listening in order to improve
- always doing what we can to be helpful.
ROLE RISK PROFILE

Role: Volunteer Catering Operative

Details of risk level

<table>
<thead>
<tr>
<th>The job profile is predominantly <strong>nursing</strong></th>
<th>Yes</th>
<th>No</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
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<td>There is potential exposure to</td>
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<tr>
<td>a) Violence / verbal abuse</td>
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<td>b) Blood / body fluids</td>
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<td>The job involves contact with</td>
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<td>a) Clinical / hands on patient / client care</td>
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<td>b) Moving &amp; handling of patients / loads</td>
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<td>c) Food preparation and handling</td>
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<td>d) Immuno-compromised patients</td>
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Control Measures

- Volunteers will sign a Volunteer Agreement before starting to volunteer that covers confidentiality and expected behaviours.
- Volunteers will undertake a local induction and be supervised at all times whilst on placement.

*I have read the role description and fully understand what is expected of me whilst I am in service as a Volunteer.*

*Signed by* ……………………………….. *Print Name* ……………………………..

*Date* ………………………………..