

Volunteer Role Profile

Kitchen Assistant



St Peter & St James Hospice
Hospice care in the heart of Sussex



Position	Kitchen Assistant Volunteer
Department	Facilities and Estates

VISION, MISSION AND VALUES

Our Vision

A community where people live and die well according to what matters most to them. Everyone affected by life-limiting illness has access to our expertise.

Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

Our Values

They are at the heart of our organisation and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **Compassion** - We show everyone empathy, kindness and respect.
- **Integrity** - We do the right thing, no matter how challenging.
- **Accountability** - We take responsibility for our actions and outcomes.
- **Excellence** - We strive to be outstanding and aim to exceed expectations.
- **Inclusivity** - We welcome and respect everyone.

“Providing the best possible care in the right place and at the right time to everyone who needs us”

ROLE PURPOSE

This role supports the catering and housekeeping team who care for the people in our hospice. Our facilities include the Inpatient Unit (IPU) where we provide palliative and end of life care and the Living Well Centre (LWC) where a complete holistic care support service is offered to patients and their families; both fulfilled by a team of dedicated staff and volunteers.

WHAT WILL I BE DOING?

- Clear trays from the IPU after meals.
- Pre-wash all used/dirty crockery and utensils etc before placing them in the dishwasher machine. Empty dishwasher ensuring crockery and utensils are clean and safely stored away.
- Complete cleaning duties in accordance with the daily task sheet and sign on completion.
- Ensure staff room, kitchenettes (IPU, and day lounge) are cleaned daily (including fridges) ensuring the tea, coffee and sugar is replenished.
- Kitchen floor is swept/vacuumed and mopped at the end of shift.
- Assist with any other duties that the Cook may request including basic food preparation for functions e.g. sandwiches etc.
- Report any Health & Safety concerns to one of the catering team.

WHAT SKILLS WILL I DEVELOP?

- Ability to operate as part of a team
- Ability to follow instructions
- Good communication skills
- Customer service skills
- High standards of hygiene
- Knowledge of food safety regulations
- Time management and organisational skills

WHAT DO I NEED?

“Providing the best possible care in the right place and at the right time to everyone who needs us”

- Be physically fit and able to stand for entire shifts
- Friendly and approachable
- Committed and reliable
- Volunteer as part of a team
- Ability to use IT/Email

WHAT ELSE DO I NEED TO KNOW?

- Protective Personal Equipment (PPE)
- Please do not lift any heavy objects that you are not comfortable with
- Demonstrate hospice values
- Please note there is no available public transport to the hospice site

WHAT TRAINING MUST I DO?

- Mandatory e-learning training modules including Safeguarding, Fire Awareness, Health and Safety, Food Hygiene, Infection Prevention, Information Governance and Manual Handling
- Hospice Induction Day
- Face to face training on kitchen equipment
- Additional training when required

WHEN WILL I BE NEEDED?

A regular weekly shift:

Days required: Wednesday, Thursday

General shift times are from 5:00 for an average of two hours

WHERE WILL I BE VOLUNTEERING?

St Peter and St James Hospice
North Common Road, North Chailey
Haywards Heath, West Sussex BN8 4ED

WHO WILL BE MY SUPERVISOR?

Lead Cook – Nicky Brown

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