

Volunteer General Assistants (Catering) Role Description

Title:	Volunteer General Assistants (Catering)
Accountable to:	Catering Manager
Role Days/Hours	Mornings
Role Location:	Selly Park

Birmingham Hospice – Our Mission, Vision & Values

Birmingham St Mary's and John Taylor Hospices merged in 2021. Now unified under one name, Birmingham Hospice, we care for more people than ever before. Our patients are at the heart of everything we do and have been throughout our combined 157-year history. From caring for those in our Inpatient Units, to providing vital day services in our Living Well Centres, and supporting families with personalised bereavement counselling, we take care of our community when they need us most.

We believe in the importance of dying in dignity, in comfort and in a place of your choice.

We want everyone, no matter their age, gender, sexuality, religion or medical condition to be able to access the care of their choice at the end of their life.

We are the primary provider of hospice care in Birmingham.

Our values are at the heart of everything we do as we continue in our mission to enable more people from all communities to access the care of their choice at the end of life.

Our values are:

- Kindness
- Togetherness
- Positivity
- Openness
- Respect
- Innovation

How you can make a difference

Our volunteers are vital in ensuring that we make every moment matter for our patients. By volunteering to support our patients, you can help us to continue and improve upon the service we provide to patients with a terminal illness.

What are the main duties of the role?

As a Volunteer General Assistant you will support our busy catering teams, in providing meal and drink services to our patients and their loved ones, particularly on our Inpatient Unit.

Typical tasks will include:

- Refreshing water for our patients on our wards
- Taking and distributing food and drink orders from our patients
- General cleaning and tidying up of the kitchen and canteen areas

What skills or experience do I need?

- It is desirable that candidates have a Basic Food Hygiene Certificate, however Birmingham Hospice can support you with obtaining this.
- You will need to be warm and friendly, a good listener, and be able to communicate well with our patients and their loved ones, at a time when they need it the most.
- You will need to have integrity and empathy for others and must be sensitive to the needs of our patients and respectful of the confidential nature of this role.
- A willingness to support colleagues and work together as a team.

The boundaries of your role will be explained during your induction. You are not expected to undertake any additional tasks without your prior agreement.