



# Hopewell Hospice Services – HR Human Resources

Approved: Executive Director

Effective Date: 11/2013

Review Date: 11/2016

HR 4.4.6-3 (PD)

## Volunteer – Simply Divine Café

### Purpose of the Role

To perform a variety of duties in the café, including

- Serving customers
- Making beverages, including espresso coffee
- Cooking and reheating meals
- Using a cash register and EFTPOS machine

### Reports to and Accountable to:

Works under the direction of the Catering Manager

### Key Responsibilities

- Ensure excellent customer service at all times
- Assist with food preparation and cooking of meals in a safe and professional manner, and in accordance with safe food handling practices
- Keep the café clean and tidy, using the correct chemicals to sanitise all touchable surfaces and preparation areas, and using wet floor signage as needed
- Keep fridges stocked, rotating stock to ensure old stock is used first, and inform the Catering Manager of low stock levels
- Use correct tools and presentation techniques for serving all food
- Ensure all dishes are rinsed and then put through the dishwasher in a safe manner, in accordance with correct handling and lifting practices
- Ensure food is cooked or reheated to the correct temperature and portion size
- Remove all refuse from the café, placing it in the correct garbage and recycling bins
- Ensure correct opening and closing procedures are followed, and the café is left in a secure manner
- Observe safe procedures at all times for manual handling and handling hazardous substances
- Attend food safety, fire and evacuation drills and training
- Always be polite and courteous to customers and be as hospitable as possible
- Follow all kitchen policies and procedures such as:
  - a. Ensure kitchen linen is taken to the laundry daily
  - b. Ensure dishwasher is drained and filters cleaned at the end of shift
  - c. Maintain confidentiality of all residents, children, fellow volunteers and staff at all times
- Maintain a high standard of personal hygiene at all times, including regular hand washing
- Post warning signs where surfaces are damp or slippery
- Follow required operation and maintenance procedures related to all equipment used.
- Use equipment in a safe manner, and advise the Catering Manager of maintenance and repairs as needed
- Work co-operatively with others



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## Maintain a Safe Working Environment

- Maintain safe working environment and follow safe practices at all times
- Raise concerns about the working environment with the Catering Manager
- Report all accidents
- Identify areas of need for further training in regard to catering issues and services
- Develop skills through attending relevant training and development activities
- To inform catering manager if you have a symptom that indicates you may be suffering from a food borne illness, and not to engage in food preparation or handling if there is a likelihood that you might contaminate food as a result of the disease.

## Key Competencies

- Be reasonably fit
- Willing to work as a team member, and to communicate effectively with staff and volunteers
- Ability to work independently without close and constant supervision
- Advise catering manager with as much notice as possible if unable to work your shift

## Estimated Hours of Work

4 hour shifts, weekly, fortnightly or as agreed with the Catering Manager.

## Volunteer

I have read and understood the above and agree to abide by it.

**Signed:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Catering Manager

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_