



'Supporting independence from alcohol and tackling homelessness'

Volunteer Role for General Helper: Kitchen Support

Responsible to: Syeda Akhtar (Volunteer Organiser)

Days: Flexible from Monday to Friday

Hours: 8.30-11.00am shift (breakfast) or 10.30-1.30pm shift (lunch)

Duties/ Tasks:

- To prepare and serve hot and cold food to clients
- To serve refreshments and beverages and to clean up
- To work within a team to deliver a service to the clients
- To provide a courteous and friendly service to clients, colleagues and agency partners
- To provide a befriending service to people who are marginalised and encourage social inclusion
- Other duties which are in keeping with the post as informed by SIFA Fireside Managers

Person specification

Skills/ experience/ knowledge/ behaviour:

- Good communication skills with people at all levels,
- Good team working skills
- Confident and reliable individual,
- Highly organized and committed with good time keeping skills essential;
- Must be trustworthy; volunteers will be working within ethical boundaries and need to maintain confidentiality
- Resilient, can cope under pressure and in a challenging environment
- Have completed a basic Food and Hygiene Course or willing to undergo training

Training and development

- You will be required to attend a Basic Food and Hygiene Course, if not already undertaken, in order to carry out the job effectively
- You will be encouraged to participate in further training and development opportunities to update your skills and experience
- You will be provided with on-going support and guidance by an experienced colleague which will enable you to build confidence and experience in this field of work

Ground Floor, 18 – 28 Lower Essex Street, Birmingham B5 6SN
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- You will have regular reviews with the Volunteer Organiser to ensure expectations are met and training and development opportunities identified

Other information

- Ø Volunteers must be willing to commit at least 3 hours a week for 3 months on a regular basis to ensure consistency, and to undergo further training
- Ø As this post requires direct contact with vulnerable adults, a CRB check will be carried out by SIFA Fireside.

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Please note, the volunteer job role may be revised as the service develops.

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