St Peter & St James Hospice

Volunteer Role Profile - Living Well Centre Cafe Volunteer



Position	**Living Well Centre (LWC) Cafe Volunteer**
Department	**Living Well Centre (LWC)**

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 kindness, understanding and empathy in how we treat each other, delivering care that honours dignity
- **Collaboration** – We work together with excellence, inclusion and trust, encouraging diverse perspectives and building strong partnerships
- **Empowerment** – We foster a culture or autonomy, accountability and openness, enabling everyone to participate actively in decision-making

ROLE PURPOSE

Living with a life-limiting illness can be challenging and prevent people from doing the things that matter most to them. The Living Well Centre (LWC) offers a wide range of groups and activities and one-to-one support to people living with life-limiting illness, their carers and people who are bereaved. We offer a varied timetable of activities designed to support physical, psychological, emotional, and spiritual well-being. Our volunteers play a vital role in providing meaningful activities, offering support, and ensuring that people without transport are not excluded.

This role focuses on providing a welcoming cafe-style environment, supporting the provision of refreshments for LWC attendees, while also generating income for the benefit of the Hospice.

WHAT MIGHT I BE DOING?

- **Greet** LWC attendees and take drink orders
- **Cafe Logistics** Cafe set up and close down, oversee a small stock
- **Visitor Drinks, snacks and meals** Make hot and cold drinks, take meal orders, serve food
- **Administration** Take payment for food and drink and keep records
- **Supporting attendees** through informal conversations where appropriate
- **Volunteering independently** in the cafe, alongside a team of LWC volunteers providing activity sessions

WHAT MIGHT I NEED?

- A friendly approachable manner
- Good communication skills
- Experience of working in a hospitality setting (ideally, not essential)
- A willingness to be flexible
- An interest in a palliative care setting
- The ability to work as part of a team
- Ability to handle money competently
- Able to adhere to food hygiene standards
- Self-motivation, commitment and reliability
- Ability to promote independence, autonomy, choice and dignity of patients

WHAT ELSE DO I NEED TO KNOW?

- To volunteer a regular shift
- You will be DBS checked
- 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:

- Boundary training
- Safeguarding
- Departmental induction
- Data Protection and Confidentiality
- Fire Awareness and evacuation procedure for The Centre
- Food Hygiene
- Face-to-face training when required
- Induction training and mandatory hospice training for volunteers

WHEN WILL I BE NEEDED?

To volunteer a regular shift on either Tuesday or Wednesday mornings

WHERE WILL I BE VOLUNTEERING?

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

WHO WILL BE MY SUPERVISOR?

Living Well Lead