



Volunteer Placement Tasks

Catering Support

1.0 Role summary

The role of catering support volunteers will be to help create a friendly, welcoming and helpful environment at our food outlets across Sandwell and West Birmingham NHS Trust. To give assistance were required and help to keep our restaurant/café areas clean and tidy.

NB All duties will be carried out under the supervision/guidance of the catering staff.

All catering volunteers, if they have not already completed the course, will be required to do the level 1 food safety course which gives basic food safety knowledge.

2.0 Key Tasks

Sandwell Hospital: Hallam Restaurant

- Meet and greet customers directing to the appropriate counters as required
- Assisting stocking up the counters with cold snacks, pops, crisps, crocks and cutlery
- Wiping dining tables, straightening the chairs, removing debris and trays to tray clearing trolleys, generally assisting with keeping the dining area clean and tidy
- Alerting catering staff of any spillages
- Assisting customers taking their meals to the tables particularly those with mobility issues

City Hospital: Archers Café, Boaters Café in the Birmingham & Midland Eye Centre and the Birmingham Treatment Centre Costa café

- Meet and greet customers
- Assisting stocking up the counters with condiments and disposable cutlery
- Wiping dining tables, removing debris to bins, generally assisting with keeping the seating area clean and tidy
- Alerting catering staff of any spillages
- Assisting customers taking their meals to the tables particularly those with mobility issues

3.0 Confidentiality

The volunteer must maintain confidentiality of information relating to patients, staff and other Health Service business.





4.0 Health & Safety

Volunteers must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

5.0 Equal Opportunities

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every volunteer and employee to comply with the detail and spirit of the policy.

6.0 Smoking

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its volunteers, employees, service users and visitors. Smoking is therefore not permitted in accordance with the guidelines set down within the Trust Smoking Policy.