

Role	Involvement Centre & Café Volunteer
Purpose	To volunteer within the Involvement Centre & Cafe, providing an excellent 'customer service'. To engage with visitors to the centre as required supporting their needs around signposting; basic IT support and accessing sessions and activities in the centre. To provide an efficient service from the cafe, dealing with cash and card transactions and maintaining a clean and safe environment.
Base	Involvement Centre Bradgate Unit, Glenfield Hospital Site
Hours	This opportunity will usually be for a minimum of a 6 month period.
Reports to	Involvement Centre Co-ordinator
Benefits of this volunteer activity	<ul style="list-style-type: none"> <li>• Opportunity to gain experience as well as new skills and knowledge.</li> <li>• Opportunity to spend time doing something you enjoy and can feel proud of.</li> <li>• Improve your confidence and meet new people.</li> <li>• Opportunity to support patients to develop their health, well-being and recovery.</li> <li>• Opportunity to gain references which could be used to support educational or working goals.</li> </ul>
Exclusions	<b>Volunteers are not expected to be involved in any of the following:</b> <ul style="list-style-type: none"> <li>• The Involvement Centre is not a clinical environment so there are no tasks around moving and handling or personal care of patients.</li> <li>• Setting up or closing down of the café.</li> <li>• Tasks around specific Health and Safety compliance.</li> </ul>
Key tasks	<p>Tasks may include the following:</p> <ul style="list-style-type: none"> <li>• To meet and greet individuals on arrival to the Involvement Centre.</li> <li>• To ensure all new visitors to the centre are made aware of what the centre can offer.</li> <li>• To ensure all information within the centre is up-to-date and well presented.</li> <li>• To answer the telephone and respond to requests.</li> <li>• To take/check telephone messages and relay appropriately.</li> <li>• To assist individuals with basic computer support.</li> <li>• To signpost individuals to other sources of information as necessary.</li> <li>• To engage with individuals who may be upset/distressed, seeking support from Involvement Centre Assistant if needed.</li> <li>• To ensure cafe area is kept clean and tidy.</li> <li>• To sell refreshments and snacks from the café.</li> <li>• To handle cash and card transactions.</li> <li>• To ensure cash and stock security.</li> <li>• To check dates on stock and act accordingly.</li> </ul>

	<ul style="list-style-type: none"> <li>• To replenish stock as required.</li> <li>• To inform Involvement Centre Assistant of any problems/concerns which visitors of the centre have reported.</li> <li>• To maintain strict confidentiality and security of all information.</li> <li>• To ensure good standards of infection control and safety are maintained and report any unsafe situations or practices immediately to the Involvement Centre Assistant.</li> </ul>
Person Specification and Requirements	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Able to follow instructions</li> <li>• Willingness to help and work to time targets</li> <li>• Punctual and reliable</li> <li>• Enthusiasm for working with people and supporting them to improve their well-being and recovery</li> <li>• Able to work independently and as part of a team</li> <li>• Comfortable working in a fast-paced environment</li> <li>• Commitment to uphold trust core values and NHS policies</li> </ul>
Training and Support Needs	<ul style="list-style-type: none"> <li>• Attend Corporate or Volunteering Induction.</li> <li>• Local trust induction and orientation.</li> <li>• Mandatory training as required by the Trust, this training will need to be kept in date whilst you are volunteering at the Trust.</li> <li>• Any other role specific training as specific by the Trust.</li> </ul> <p>An enhanced DBS is required for this role. This is processed free of charge for volunteers.</p>
COVID-19 Guidance	In line with current Government and Leicestershire Partnership Trust advice