



Guidelines for Orangery Restaurant Assistant Volunteer

Volunteers are an important part of our service and we would be unable to offer the range of services we do without their support, for which we are very grateful. There are volunteers in all areas of Weldmar and we have written some guidelines of our expectations of those volunteers who have direct contact with patients and their families.

The guidelines reflect the values of the charity so we can work together as a team. In the future, to meet expected demand, we need staff and volunteers to be as flexible as possible in what they offer. Please discuss these guidelines with your Lead/Line Manager.

PURPOSE OF ROLE

1. Aim

The Orangery is open to patients, relatives, staff and visitors and is a vital part of our services to provide comfort, sustenance, privacy and pleasure for those who use it. Weldmar services are all about quality! The volunteer will contribute to this service, supporting the staff and when able and it is necessary, usually on their own (though supported by a named member of staff).

To assist the Joseph Weld Hospice catering team in the day to day running of 'The Orangery' restaurant which is open daily from 12 noon till 2pm and serves freshly prepared meals and snacks to visitors, patients, relatives and staff.

The Orangery Restaurant Assistant will meet all diners with a friendly demeanour and will be the key to ensuring that the customer has a pleasant and memorable dining experience. Service is self-serve however, you will be on hand to assist and offer meal suggestions.

The Orangery Restaurant Assistant will work to ensure the smooth delivery of meals to restaurant customers in a pleasant, safe and hygienic manner. The Orangery Restaurant Assistant will be expected to manage the food bars, keeping them clean and well presented and liaising with the kitchen regarding topping up supplies if required.

2. Responsibilities and Boundaries

It is important that volunteers maintain appropriate boundaries in relationships with patients/carers and visitors. Boundaries define the limits of behaviour; boundaries are based on trust and respect; the relationship between volunteer and patient/carer/visitor must focus solely on meeting the identified needs of the patient/carer/visitor; volunteers must guard against breaches of confidentiality by protecting information from improper disclosure at all times.

Volunteers without DBS certification must not have any unsupervised patient contact or work unsupervised in any designated patient area or any area where they are likely to come into contact with a vulnerable person.

Relevant Weldmar Policies and Guidelines are available from your Lead/Line Manager or People Services Department.

EXPECTATIONS

1. Ambassador for Weldmar

All staff and volunteers are ambassadors for the charity seen as working for the charity. We rely on you to positively promote the reputation of the organisation at all times.

2. Equality and Diversity

Weldmar Hospicecare recognises and respects the uniqueness and difference of each individual and is committed to equality in all areas of employment, volunteering and service delivery.

3. Confidentiality

The charity considers the upholding of confidentiality by its staff and volunteers to be of prime importance. All volunteers are required to sign a form relating to confidentiality, and any breach could lead to cessation of their voluntary services.

4. Raising Concerns

We encourage feedback, positive or negative, from our patients and carers, which in turn helps us improve and develop the charity.

Volunteers with a compliment, complaint or suggestion for development are encouraged to discuss this with their Lead/Line Manager in the first instance.

Alternatively, complete a Reflections leaflet, or contact a member of the Volunteers' Group. Verbal or written complaints must be addressed to the Chief Executive in line with the Complaints Policy.

5. Qualifications (if necessary)

None required.

6. Skills and Expertise

- No previous role specific experience is required as all training will be given; however, previous experience of working within a catering environment is preferable
- Be able to take and record customer orders
- Good understanding of and adherence to health and safety issues
- Ability to respond appropriately to a range of emotions including for example distress and anger
- Report any concerns you have about the wellbeing of a patient/carer to the Lead/Line Manager without delay
- Reliable and trustworthy
- Ability to work within the boundaries of these guidelines
- Ability to work as part of a team, and under the direction of a member of staff
- Ability to assess and manage any risks that may occur
- Ability to be calm

7. Training Required (given by the charity)

Specific training will be given for the following processes/machinery:

- Specific ordering – using and understanding ordering system
- General training and familiarisation of the Dining Area and Customer Service
- Food Hygiene Level 1
- Fire Awareness
- Risk Reporting
- Confidentiality & Boundaries
- Customer Care
- Moving & Handling Level 1
- Infection Prevention
- Allergen Awareness Training

Health & Safety to include:

- General Overview and Induction
- Specific Equipment & Electrical
- Correct use of Personal Protection Equipment
- Role specific shadowing of existing member of staff
- Food hygiene rules and personal hygiene requirements
- Correct safe use of dishwasher / coffee machine
- COSHH

8. Personal Commitment

To regularly commit to a rota which will accommodate your preferences and availability. We do sometimes require additional help to fill gaps on the rota.

We appreciate personal circumstances could change and if you find you are unable to support us as originally intended, please let us know as soon as possible so we can find a replacement to cover your input.

Please notify your Area Administrator without delay and with as much notice as possible of planned holiday or sickness prior to your expected absence so that we can arrange cover if necessary. If you are or have recently suffered from vomiting or diarrhoea, you must exclude yourself for 48 hours, or 72 hours from patient contact or food handling duties, after the cessation of any un-medicated symptoms.

Please notify your Lead/Line Manager of any change in your own physical or mental wellbeing or health that might impact on your ability to undertake this volunteer role.

There will be a 'settling in' period of 4 weeks after which your Lead/Line Manager will catch up with you to ensure everything is going well.

Commitment to attend regular support and advice meetings with your Lead/Line Manager appropriate to role.

You will also be asked to participate in a yearly review of your role.

There may be occasion when we might call on you to help in other areas during busy times, and we appreciate this will be dependent on your availability at that time.

Main Contact

Nikki Grattan & Debbie Horton	Operations Admin	01305 215305
Emergency Contact Number	JWH Reception	01305 215300

Lead/Line Manager

Andy Jackson	Hotel Services Manager	01305 215317
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If you have concerns while on duty
out of hours about a patient
in your care, or a task you have
been asked to do, please ring
07713 511832
and your call will be answered
by one of our nurses

Volunteer Name (please print)

Signed by Volunteer Date

Signed by Lead/Line Manager of Role Date

Appendix

(Monday to Friday 11.45 - 14.15)

ROLE SPECIFIC TASKS

The Orangery is a very informal and calm dining environment where staff/patients/ carers/visitors can have a relaxing and enjoyable meal. While it is very important for the diner to feel unrushed, it is essential that food is available with minimal delay.

The Orangery Restaurant Assistant should have a smart appearance and must, at all times, behave in a friendly and polite manner.

Duties include:

- The Orangery Restaurant Assistant volunteer will prepare the Dining Room ready for service by ensuring the area is clean, tidy and inviting, tables are laid with clean cutlery, glasses and condiments.
- The Orangery Restaurant Assistant will make themselves familiar with all items on the menu of the day and will be able to answer specific enquiries by customers about food allergens (enquiries via the chef).
- The Orangery Restaurant Assistant will meet and greet customers and explain the self-service process. Explain daily chef specials and take the customer's meal ticket (no cash handling required).
- Occasionally the Orangery Restaurant Assistant will collect food and serve to the customer checking that the order is correct and that the customer is happy.
- Remove plates and clear table when customer has finished. Return used items to the main kitchen.
- At the end of service clear tables, pack away condiments, clean area and re-set room.

Reminders:

- Do be aware of slip hazards from spilled liquids and food on the floor.
- Do put hazard warning signs out if you notice damp areas or possible slip hazards.
- Do look out for broken/chipped/cracked glassware, remove and make safe.
- Do ensure that any allergen information is communicated to the customer clearly and concisely.
- Do be aware that plates and other serving equipment will be hot.
- Do exclude yourself from the work place for 72hrs after cessation of symptoms if you have suffered both diarrhoea and vomiting.

Author: Andy Jackson
Title: Hotel Services Manager

Authorised By: Jane Johnson
Title: Head of Operations

Authorised Date: June 19
Review Date: June 20