

VOLUNTEER ROLE DESCRIPTION

Role: Kitchen Volunteer

Introduction

Volunteers are an essential, unique and invaluable part of running St Petrock's effectively, complementing and supporting the work of employed staff. By working alongside our experienced staff, you can help us achieve so much more for people who find themselves homeless in Exeter. Thank you!

This Role Description aims to help volunteers and potential volunteers understand what this role involves, the level of skill and commitment needed, the kind of support and training you will receive, and other essential information about the role, as well as background information about the charity you'll be supporting through your volunteering.

About St Petrock's

St Petrock's (Exeter) Ltd is Exeter's leading independent charity supporting people who are experiencing homelessness. Our mission is **"We stand with and for people experiencing homelessness, and we will not give up until everyone in the Exeter area can enjoy a place called home"**.

Our work is informed by **7 Values** which underpin not only *what* we do, but *how* we do it, and how we *relate* to one another. These are:

- **Respect:** We believe that everyone is worthy of respect and dignity.
- **Compassion:** We care about each individual and seek to meet them without prejudice.
- **Independence:** By staying independent, we can always put those we help first.
- **Perseverance:** We are here for the long haul, and will keep going for as long as the need exists.
- **Community:** We long for those we support to feel fully part of the generous local community which supports our work.
- **Integrity:** We commit to the highest standards of integrity and our values guide everything we do.
- **Accessibility:** The people we help face multiple challenges, but accessing our services must not be one of them.

Purpose of the Role

Our Homelessness Services Team provides a range of support to people who are rough-sleeping or at high risk of rough sleeping in Exeter. Our mobile rough-sleeper team walks many miles each week to locate and talk with people experiencing homelessness around the city centre, serving hot drinks and food, carrying out welfare checks and arranging one-to-one intensive follow-up support at our Centre in Cathedral Green.

Providing hot and nutritious food for homeless people is an essential part of this service, providing healthy food that is vital for survival and a sense of wellbeing, showing value to those who are often looked down on, as well as being an essential way for us to engage with rough sleepers so that we can build trust and help them on the road to recovery and out of homelessness.

Kitchen Volunteers assist the Kitchen Manager in all aspects of preparing and serving breakfasts and lunches in St Petrock's centre ready for distribution by the Homelessness Services Team, and carrying out tasks to ensure the smooth running of the kitchen.

Key Information

<p>1. What will my role involve?</p>	<p>Key tasks will include assisting the Kitchen Manager in:</p> <ul style="list-style-type: none"> • Preparing simple breakfast packs and cooked lunches for people experiencing homelessness. • Serving and packaging meals for twice-daily distribution by the mobile rough-sleeper team, and for clients accessing services at the centre. • Washing up, clearing away and related tasks. • Assisting with relevant food hygiene monitoring checks and food stock organisation. • Other related tasks as needed to ensure the smooth operation of the centre kitchen.
<p>2. What do I need to volunteer in this role?</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Aged 18 or over (for safeguarding reasons) • Willing to undergo an appropriate DBS check • Able to commit to a regular weekday morning session for a minimum of six months • Be reliable, dependable and punctual • A genuine commitment to the Mission and Values of St Petrock's • Trustworthy, discreet and mindful of confidentiality • Non-judgemental attitude • Fairly robust emotionally (you are likely to witness clients who are visibly distressed, angry or aggressive) • Cheerful, positive disposition and 'can-do' attitude • Excellent team player as well as the ability to work well on your own initiative • Willingness to carry out flexible additional tasks where necessary <p>Useful:</p> <ul style="list-style-type: none"> • Good verbal communication skills • Practical experience of catering • Experience of working in an environment with vulnerable adults • Awareness of the complex issues surrounding homelessness • A food hygiene qualification
<p>3. What is the time commitment?</p>	<p>We ask you to commit to one regular weekday morning per week, between 8.30am – 1pm Monday to Friday for a minimum of six months.</p>

4. Where will I volunteer?	You will be based in the kitchen of St Petrock's Centre at 10 Cathedral Yard, Exeter, EX1 1HJ.
5. Who will I be responsible to?	The Kitchen Manager will supervise you throughout your volunteering in this role, and will be available to talk through any issues that may arise.
6. Who will I volunteer with?	<p>You will volunteer under the supervision of the Kitchen Manager, and sometimes alongside other volunteers of varying ages, backgrounds and experiences. You will also interact with other members of the St Petrock's staff team, particularly the Homelessness Services team.</p> <p>Support services for people who are rough-sleeping or vulnerably housed will be taking place in the centre during your volunteering session. Your role will not involve providing any direct client support, and interactions are managed by the Homelessness Services team who are skilled at this kind of work.</p> <p>However, please be aware that our clients are among the most vulnerable people in society; they may have multiple complex needs, including mental health, alcohol or substance misuse issues, and occasionally present in distress or display challenging behaviour. Our staff team are experienced in supporting vulnerable people and safely managing challenging behaviour, and you will be given opportunities to talk through anything you find distressing.</p>
7. What support, supervision and training will I receive?	<p>Over the course of your first few sessions, you will be taken through an induction process and provided with copies of our Volunteer Charter and Volunteer Handbook. The Handbook contains copies of key policies and procedures, which you will be expected to familiarise yourself with and abide by at all times.</p> <p>You will be given mandatory training in professional boundaries & client confidentiality, alongside relevant health & safety, fire, food hygiene and safeguarding procedures. Further training may be offered in appropriate areas when available, such as dealing with challenging behaviour, drug, alcohol and mental health awareness.</p>
8. Will I be paid?	<p>This is a volunteer role, and not employment, so you will not be paid for carrying out this role.</p> <p>However you will be reimbursed for reasonable expenses necessarily incurred to fulfil your role as a volunteer, should you wish. Please note that <u>all</u> expenses must be agreed in advance and receipts provided for our records.</p> <p>You will be reimbursed for reasonable public transport fares, <u>or</u> parking costs, provided that this has been agreed in advance with the Kitchen Manager upon interview. You will need to complete a signed claim form on</p>

	a session-by-session basis and present it with your ticket / receipt for cash reimbursement.
9. What does the role offer the volunteer?	<ul style="list-style-type: none"> • The opportunity to make a real difference in the lives of people experiencing homelessness in our city as an essential part of our small, friendly team. • Unique opportunities to gain an understanding of homelessness, and the complex issues that often accompany it. • Opportunities to develop catering skills, good communication and social skills, build friendships and have fun!

St Petrock's (Exeter) Limited

PERSON SPECIFICATION

Title of Voluntary Role: Kitchen Volunteer

This Person Specification sets out the essential and desirable qualities we are looking for in our kitchen volunteers.

	Essential	Desirable
Personal Characteristics	<ul style="list-style-type: none"> • Aged 18 or over (for safeguarding reasons) • Willing to undergo an appropriate DBS check • Able to commit to a regular weekday morning session for a minimum of six months • Be reliable, dependable and punctual • A genuine commitment to the Mission and Values of St Petrock's • Trustworthy, discreet and mindful of confidentiality • Non-judgemental attitude and ability not to be upset by clients who may be visibly distressed, • Cheerful, positive disposition and 'can-do' attitude • Willingness to carry out flexible additional tasks where necessary 	
Skills and Experience	<ul style="list-style-type: none"> • Excellent team player as well as the ability to work well on your own initiative • Good verbal communication skills 	<ul style="list-style-type: none"> • Experience of volunteering or working in a catering setting • Experience of volunteering or working in an environment with vulnerable adults
Knowledge and Understanding		<ul style="list-style-type: none"> • Awareness of the complex issues surrounding homelessness
Qualifications		<ul style="list-style-type: none"> • Food hygiene qualifications