



Elmbridge
Borough Council
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Community Support Services Volunteer Role Profile

Coffee Shop Volunteer

Directorate	Community Support Services
Location	Seven Centres for the Community (in Claygate, Cobham, Hersham, Molesey, Thames Ditton, Walton and Weybridge)
Reporting to:	The Centre Manager
Client group:	Older People (over 65 years)
Specific duties:	<ul style="list-style-type: none">• Welcoming centre members and members of the public to the centre,• Serving teas, coffees and cold drinks,• Preparing sandwiches,• There may be other tasks within this role that may be required from time to time that are not included in the above. The Link Coordinator will ensure the volunteer understands the task and will provide support and supervision if required.
Would suit someone who:	<ul style="list-style-type: none">• Enjoys meeting and working with people.• Has an outgoing and sociable personality.• Is customer focused.• Wants to support their local community• Is able to stand on their feet for a shift• Increase their experience and improve their employability
Required skills:	<ul style="list-style-type: none">• Good communication.• Confident in handling money
Induction and training:	We provide a comprehensive induction programme including use of the cash register and basic food hygiene awareness and there is an ongoing training and awareness raising programme
References:	2 satisfactory references are required
DBS status:	A DBS check is not required for this role.
Time of sessions:	<ul style="list-style-type: none">• Length of sessions are 2 to 3 hours.• Sessions run Monday to Friday,• Claygate, Hersham and Molesey centres require volunteers on a Saturday morning
Commitment required:	<ul style="list-style-type: none">• Volunteers may be required to work hard as these sessions can be quite busy, so time will go quickly.• We need a schedule of volunteers at least one week in advance. We can offer regular slots on the rota or an on-call rota.
Satisfaction:	A contribution towards the work of Community Support Services and a great way for you to meet and make new friends in the local community.
Contact information:	Preventative and Support Services Manager Community Support Services Elmbridge Borough Council Civic Centre, High Street, Esher Tel No: 01372 474552 Email Address: commsservices@elmbridge.gov.uk

