



Volunteer Opportunity

Volunteer Role

Afternoon Tea Assistant

Main Duties:

- To work from the Netherton Feelgood Factory to distribute refreshments at an afternoon tea event (predominantly for people that have become socially isolated)
- To meet and greet attendees and show them to their seats
- To replenish refreshments
- To keep the area clean and tidy
- To assist with clearing crockery, cutlery etc
- To positively engage with people that have become isolated
- To act as a link to bring socially isolated people together in a supportive environment
- To support attendees to exit the building safely

Other Duties:

- To work well using own initiative
- To work within a community setting
- To ensure that clients receive a quality service
- To work well with the public
- To ensure that all relevant training/induction is attended
- To adhere to Netherton Feelgood Factory policy and procedure
- To promote the work of Netherton Feelgood Factory
- To ensure that all data is collected in line with GDPR and Netherton Feelgood Factory policy
- Regular reporting to the relevant Manager/Staff Member

Training

- Successful candidates will complete training to enable them to deliver the tasks detailed in the main duties and other duties sections.

Essential Requirements:

- Ability to work with the public
- Good communication skills
- Good organizational skills
- Ability to escalate concerns
- To work well within a team environment
- To have a clean, well presented appearance

Hours of Work

- Hours to be covered are, the 2nd Saturday in the month (10am – 4pm)

Disclosure

- None

Management Arrangements

- The volunteer position will receive line management from the Community Development Manager in accordance with Netherton Feelgood Factory organisation structure

Volunteer Expenses

- Volunteers will be reimbursed for out of pocket expenses, in line with Netherton Feelgood Factory expenses policy

Other

- Volunteers will be provided with a logo t-shirt or sweatshirt, this will help the community to identify you easily when visiting the building.
- Volunteers will be provided with an ID badge

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