



Being there for *you*
and *your family*

Role Description

- ROLE TITLE:** LOROS Cafe Volunteer
- REPORTS TO:** Hospice Catering Manager/Volunteer Coordinator
- HOURS OF WORK:** Variable. Core shift times are: 8.30am- 7pm, Monday to Sunday. Shift patterns are no more than 4 hours and available on a weekly, fortnightly or cover basis
- BASE:** Café@LOROS, LOROS Hospice, Groby Road, Leicester. LE3 9QE

Impact Statement

Having somewhere where family and friends can sit, where they can get tasty food and drinks, served by warm and friendly staff sends out a strong message that LOROS cares not just about its patients but their family and friends. How they feel about LOROS is hugely important and often the beginning of a lifetime relationship with the Charity.

Summary of Volunteer Role

To provide a light refreshments service from the LOROS Café to patients, visiting family and friends, staff and volunteers.

Key Volunteer Duties

- To provide a warm, friendly service to all customers
- Making sandwiches, serving coffee using a bean grind machine along with tea and other beverages, cakes and confectionary to relatives, patients and staff
- Handling of cash to take payment for goods using a touch screen till
- Using dishwasher to clean the crockery and cutlery
- Cleaning down, equipment, surfaces tables and the counter area and in the wider Social Area
- Liaising with the catering staff to ensure the smooth operation of the Café it has all the necessary provisions.
- Help out in the main kitchen during busy times with light duties such as pot washing, food prep and tidying.

Essential Requirements

- A successful DBS Check
- Willing to wear kitchen attire
- Able to stand for a couple of hours at a time
- Willingness to complete required online training courses

Personal Qualities to fulfil role

- Clean and tidy appearance
- Friendly, flexible and reliable
- Ability to communicate clearly and respectfully
- Able to work as part of a team and willing to work alone if needed
- Show respect for others and their diversity
- Calm under pressure.

Learning and Development required to fulfil role

Mandatory Training (Annual)

- Fire Safety Awareness
- Health and Safety
- Equality and Diversity
- Safeguarding & PREVENT
- Data security (including confidentiality)
- Infection prevention
- Fire Safety

Role specific off the job training

- Online Level 2 Food Hygiene & Safety for Catering Certificate
- Food Standard Agency online Allergy and Intolerances training
- Communication skills & conflict resolution
- Gambling awareness

On the job training carried out by the Catering Manager, volunteer buddy or volunteer co-ordinator. This will include:

- Induction & orientation to the Cafe
- Spec cards and systems of food preparation
- Use of the electronic till, coffee machine & dishwasher
- Lottery seller information

General guidelines for volunteers:

1. All volunteers are subject to:
 - Equal Opportunities Legislation,
 - The Data Protection Act
 - The Health and Safety at Work Act 1974.
 - LOROS Safeguarding Procedures
 - LOROS Confidentiality Policy.
2. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see Our values and behaviours below).
3. All volunteers will receive a handbook which outlines key information.

4. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by their manager.



Our vision and mission

Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leukaemia, Lymphoma & Multiple Myeloma

Being there for you
and your family



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

LOROS

The Right Care for Learning, Living and Life

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LOROS KEY FACTS

SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



>2,500

No. of individuals receiving patient care from LOROS per year



Of whom **665**

admitted to Inpatient Ward



31

beds in Inpatient Ward



343

employees

1,500

regular volunteers



Average length of stay **14 days**



£560

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, dietitians and chaplains.

Cost per hour of running the charity



£8.2M

Expenditure on patient care per year

£6.0M

Minimum amount of Income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

2,165

participants in LOROS educational activities per year



LOROS Lottery numbers



LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

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