



*Being there for you  
and your family*

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	LOROS Cafe Volunteer Abbey Park
<b>RESPONSIBLE TO:</b>	Cafe Manager Abbey Park
<b>HOURS OF WORK:</b>	Variable, Monday to Sunday. Shift patterns are no more than 4 hours and available on a weekly basis
<b>LOCATION:</b>	The Pavilion, Abbey Park, Leicester

### **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 about people. How customers 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 the general public in Abbey Park.

### **Key Volunteer Duties**

- To provide a warm, friendly service to all members of the public behaving according to LOROS values
- Making sandwiches, toasted sandwiches, tea and coffee to be served with other beverages, biscuits, cakes and confectionary either in the café or to be taken away.
- Handling of cash to take payment for goods
- Using dishwasher to clean the crockery and cutlery
- Cleaning down, equipment, surfaces tables and the counter area and in the wider café area inside and outside
- Reporting any health and safety concerns to the manager
- Liaising with the Café manager to ensure the smooth operation of the Café and it has all the necessary provisions.

### **Essential Requirements**

- A successful DBS Check
- Willing to wear kitchen attire
- Able to stand for long periods

## **Personal Qualities to fulfil role**

- Clean and tidy
- 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
- Data security (including confidentiality)
- PREVENT training
- Infection prevention

### **Compliance Training**

- Completion of food hygiene
- Allergens and intolerances awareness
- CIEH Foundation Certificate in Food Safety (Level 2) (Training will be given)

### **Role specific Off the job training**

- Communication Skills

### **On the job training carried out by the manager, volunteer buddy or volunteer co-ordinator**

- Induction
- Systems of food preparation
- Use of the electronic till
- Taking card /cashless payments.

### **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](http://loros.co.uk)

Registered Charity No: 506120

**LOROS**

Hospice Care for Leukaemia, Lymphoma & Blood

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.

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# LOROS

Living Care for Learning, Learning for Living

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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 wide range of professionals including physio, occupational and complementary therapists, doctors 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.



31%  
Portion of expenditure covered by NHS



90%  
Portion of charity costs directed to care services

**2,165**

participants in LOROS educational activities per year



**24,950**

LOROS Lottery numbers

**29**

LOROS Shops

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

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Hospice Care for Leicester, Leicestershire & Rutland

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