

Volunteer Role Description

Title: **'Outside in' shop & café volunteer**

Responsible to: **Manager/Activity Co-ordinator**

Expected Commitment: **Flexible times/days**

Location: **New Wycliffe home, Rushey Mead**

About Us:

Vista changes lives. We are the leading charity working with children and adults with sight loss in Leicester, Leicestershire and Rutland.

We are passionate about providing the very best services; in hospitals, at home, in residential care and in the community. Whether someone is newly diagnosed or has lived their whole life with reduced sight, Vista's specialist staff provide a vital lifeline to over 6,000 local people each year.

About this role:

At our award winning residential home in Rushey Mead we aim to give our residents varied life and experiences.

With this in mind we have created an old fashioned sweet shop and café, to bring the 'outside in' to our residents. This creates interest, allows people to make their own choices, stimulates memories and helps our residents to maintain skills, improve their independence and so enhance their lives.

We would like to recruit volunteers to help us run the café/shop, which will be open every day, at the following times:

From 10am to 12 noon

From 2pm to 4pm

From 6pm to 8pm

Volunteers can commit themselves to as few or as many slots as they wish.

Responsibilities:

- To create a cheerful, friendly café environment
- To serve 'customers' with drinks and sweets –handle money, operate the till, give change.
- Support each individual to make their own choices
- Fetch water and milk, fill up sugar bowls, make teas and coffees
- To keep the environment clean and pleasant - clearing the tables, wiping down surfaces, etc.
- Check stock and report any shortages, maintenance issues and so on.
- To use your initiative

Qualities and skills we are looking for:

- To be reliable and have a genuine desire to make a difference in the lives of our residents
- Patience and a warm, friendly attitude
- To be able to handle money
- Some understanding of food hygiene
- The ability to act appropriately in an environment that may be emotionally demanding
- Good communication skills

Support provided for you:

- Visual Impairment Awareness training will be provided and take place at Vista
- There is also an induction at New Wycliffe Home
- Other training as identified
- Reimbursement of out of pocket expenses such as mileage or public transport costs.

We hope that by becoming a volunteer you:

- Increase your own self confidence
- Meet new and interesting people
- Learn new skills that could be helpful for future employment opportunities or further learning
- Have fun!

All volunteers will be expected to take reasonable care for the **Health & Safety** of themselves and others whom may be affected by their acts or omissions whilst volunteering.

This volunteering opportunity is subject to a DBS check and two references.

Next steps:

For a **Volunteer Application Form** ask at New Wycliffe Home, or contact the Volunteer Coordinator

Call **0116 249 8843**

Email **volunteering@vistablind.org.uk**