

YMCA North Tyneside

Volunteer Role Description

Title: Learner Support: Café, Kitchen & Hospitality
Supervised by: Café Supervisors
Responsible to: Head of Operations: Client Services

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking community programme work in areas of North Tyneside.

Over time YMCA North Tyneside has become recognised as a well established services delivery Voluntary Organisation in the area as well as playing an active role both sub-regionally and regionally.

This role contributes to the provision of services to the North Shields community, which also include; YMCA Gym, Café, provision of space for tenants, room hire for meetings, activities and conferences.

Overview

At YMCA North Tyneside we offer a range of opportunities for learners of all ages. Many of these learners have limited experience of employment and need to develop the appropriate skills to be able access and success in training and the workplace. In order to give them the opportunity to develop personally and socially, and to gain valuable work experience, we aim to place learners in real life situations, such as working in our Café, Kitchen, Customer Service Team or Gym.

Why Volunteer?

There are 3 simple, intertwined reasons to consider volunteering for YMCA:-

1. Volunteers help YMCA to deliver services that otherwise we would be unable to offer.
2. Volunteers not only help other people, but the experience of volunteering is potentially one of the most rewarding things anyone can do.
3. By creating opportunities to volunteer, we believe that we will help build supportive, inclusive and energising local communities, where young people can truly thrive.

Opportunity: YMCA Café and Training Kitchen

Our Café and Training Kitchen offer learners the opportunity to develop their skills and earn qualifications in catering, hospitality and customer service. We need Learner Support Volunteers who can ensure that our learners can excel in terms of food production, serving in a café, interaction with customers and all the essential tasks day-to-day tasks that form part of work experience.

The Role

The role of a Learner Support Volunteer is to help, guide, support and assist a learner, or small group of learners, so that they are able to succeed in the work environment. Support requirements will vary from learner to learner; some may require extensive one-to-one working, others may simply need to know they have someone to turn to for help if they need it. Learner Support Volunteers are there to support the learner in their place of work rather than to do the work themselves, however there may be times when "rolling up your sleeves" and getting involved would be the best way to enable support to take place.

Skills and Experience

Do you have any of the following?

- Prior experience of working in food preparation, catering or hospitality
- Prior experience of working within an eatery, as a barista or within customer service
- Prior experience of working helping people with learning difficulties
- Or, simply a passion to make a difference by getting involved with the work described

Key Responsibilities

- Providing support, advice and guidance to learners within the Café and Training Kitchen
- Building strong and supportive relationships with learners through regular interaction
- Helping to build learners' confidence and self esteem through positive feedback
- Helping to build learners' practical skills through observation, skill sharing and side-by-side working
- Supporting the Café Supervisors and Training and Education Manager in the ongoing training and assessment of learners
- "Rolling up your sleeves" at particularly busy times to relieve pressure on learners and ensure that the Café and Training Kitchen run smoothly

Commitment

After an initial trial period, successful volunteers are encouraged to make a regular commitment which is detailed in a Volunteer Agreement. The frequency and duration of the commitment are negotiated with our Volunteer Coordinator.

Benefits

Volunteers who demonstrate the commitment laid out in their Volunteer Agreement are entitled to:-

- Complimentary Off Peak membership to YMCA Gym or, Peak membership at a specially discounted rate
- Discount within the Café in line with that received by YMCA employees
- Attend training courses and earn qualifications, as opportunities arise

Relationships:

The post holder will liaise with the following on a daily basis:-

- Café Supervisors
- Kitchen Tutor
- Cook
- Other Training & Education Tutors (and freelancers)
- Learners

Role Description agreed on: 1st June 2017

Manager signature Date

Job Title: Head of Operations: Client Services

HR signature Date

Job Title: Head of Operations: Programme Support and Strategy

Conditions of appointment:

- Subject to satisfactory references, and criminal background check through the Disclosure and Barring Service (DBS).
- A requirement to training / events / courses deemed relevant and appropriate when post requires.
- The first three months of your role will be regarded as a probation period, during which time an assessment of your performance, conduct and attendance will be made. The completion of your probationary period will, however, be subject to a formal review and you will not have completed your probationary period until that review has taken place and you have been confirmed in post.