

# Volunteer Role Description

We hope that all North Richmond Community Health (NRCH) volunteers will help us work towards improving the health of our community through a shared vision and values.

**NRCH Mission:**

Building healthy communities by making healthcare more accessible and culturally relevant

**NRCH Vision:**

Healthcare that builds community

**NRCH Values:**

Innovation, embracing diversity, equity of access, organizational learning, respect for others, openness, connectedness with our community

Volunteer Role Title	Volunteer Café Assistant
Reports to: (position and name)	Café Supervisor – Tom Mitchell and The rostered Barista
Hours: (day, shift duration, frequency)	Between 3 to 5 hours per week As negotiated during Café hours which are: Monday – Thursday 9.00am to 2.00pm B
Location:	North Richmond Community Health 23 Lennox Street, Richmond
Purpose of the role:	Your role will contribute to the Healthy Communities Team and NRCH Strategic Objectives, specifically by: 1. Contributing to a friendly and welcoming atmosphere for all visitors to NRCH 2. Providing healthy eating options for visitors and staff.
Duties:	<ul style="list-style-type: none"> <li>• Preparing and serving food and beverages to customers</li> <li>• Assisting to maintain a clean and hygienic workplace at all times</li> <li>• Assisting with the set up and pack down of The Café</li> <li>• Providing quality customer service to all customers</li> <li>• Participating in relevant training for this role</li> </ul>

	<ul style="list-style-type: none"> <li>• Establishing and maintaining effective, appropriate and respectful communication with all customers, employees and other team members</li> <li>• Complying with Council and NRCH health and safety policies and procedures as directed</li> </ul>
Selection Criteria - Essential	<ul style="list-style-type: none"> <li>• Excellent communication skills with a diverse range of people</li> <li>• Ability to work as part of a team</li> <li>• Ability to demonstrate Initiative</li> <li>• Willingness to participate in orientation session/s</li> <li>• Demonstrated reliability including punctuality and attending rostered shifts</li> </ul>
Selection Criteria - Desirable	<ul style="list-style-type: none"> <li>• Previous experience in customer service/hospitality</li> <li>• Food handling certificate</li> <li>• Barista experience</li> </ul>

Conditions of appointment:

- Clear National Police Check
- Current Working with Children Check
- When required, clear International Police Check
- Commitment to comply with NRCH policies and procedures, Code of Conduct
- Evidence of COVID-19 Vaccination status

This is a volunteer role and does not mean the successful candidate will be offered a paid position

I have read and agree to undertake the duties and conditions of this volunteer role description.

Print Name:

Signature:

Date: