

The Hope Hub



Volunteer Role Description & Person Specification

Volunteer Role

Cooks

Service Pathway:

Crisis Services

Locations:

The Hope Hub (THH) main site - day time
The Emergency Accommodation Service (EAS) - evenings

Responsible to:

THH: Service Delivery Manager: Camilla Spicer
EAS: Tristan Barrington-Waite

Mentor:

Volunteer Lead: Ali Robertson-Fox

Days and Hours:

THH Cooks Tuesday to Friday lunches
EAS Cooks Monday to Friday evenings or weekends.

Days and hours of work to be agreed with you.

Healthy nourishing meals are otherwise scarce for many of our Service Users and they are the basis for all further Crisis support care, hope and decision making. Service Users, volunteers and staff are all greatly motivated by the smell, warmth and gift of home cooking. It turns a bad day and an overly busy office into a Hopeful Hub.

We are seeking to extend our team of Volunteer Cooks to prepare meals and be responsible for Kitchen Assistant Volunteers. A number of cooks will be appointed to cover our opening hours and different locations. A team approach and flexible attitude is therefore needed.

The Hope Hub (THH) is a registered charity constituted by ecumenical members of Churches Together in Camberley and is a faith-based charity. It was formed in December 2017 in response to a defined need to serve those who are homeless, at risk of becoming homeless, in financial hardship, unemployed and/or suffering with mental health difficulties and/or addiction(s). We work in partnership with Surrey Heath Borough Council and all other local organisations.

Essential requirements – The Hope Hub team can help and support with the following:

- A DBS check is required when working directly with vulnerable Service Users unsupervised.
- A Level 2 Food Safety and Hygiene Certificate is necessary when working with food. THH have a Food Hygiene Rating of 5 to maintain. Food Safety training can be undertaken remotely or with support from THH, over one day or longer as you wish. THH will cover the expenses.
- Free training in Allergens is also available online.

Key Tasks

- Cook nutritious meals from donated items as well as with purposely bought produce.
- Serve lunches as required and be prepared to store, freeze or give out any surplus meals safely.
- Respect and cater for the diversity of dietary needs and cultural preferences.
- Understand allergens and manage the requirements of Service Users with allergies.
- Daily checks for freezer, fridge temperature, and recording in the relevant records.
- Manage freezer stock rotation and storage.
- Leave the kitchen clean, tidy and meeting health and safety requirements.

Your Safety and Protection

- You will be asked to read and continue to have access to our policies and procedures for keeping you, our Service Users and our staff safe and for meeting the ethos of The Hope Hub.
- At least two references will be required following a successful interview.
- Our Head of Service Delivery and Volunteer Coach will provide supervision and support.
- Our Volunteer Co-ordinator is also available to support and guide you.
- The kitchens are fitted out with the necessary equipment to cater for 10-20 meals a day at busy times.

Benefits of the Role

- Experience volunteering at one of the most dynamic charities in Camberley.
- Learn from and be supported by our Volunteer Support Co-ordinator and Volunteer Coach.
- Know that you provide hope, empowerment and crucial support to some of the most vulnerable people in our community.
- Be part of a team, using your personal skills to advantage and learning new skills from others.
- Gain experience and insight into working within the charity sector. This is an excellent opportunity for anyone who is considering a career in voluntary, charity, social care, health or catering services.
- Comprehensive induction, ongoing training, and Volunteer 'thank you' and support sessions.
- Scope to extend into other areas of volunteering at The Hope Hub, in the community and/or at the Emergency Accommodation Service.
- Out of pocket expenses are covered promptly in line with our policy.

We are looking for a small team of Volunteers who:

- Can cook a variety of nutritious meals.
- Are able to work as part of a team.
- Have skills in managing a voluntary kitchen assistant.
- Are well organised, can prioritise and multi-task.
- Will be reliable, trustworthy and committed to the role.

Next Step

Please complete and return The Hope Hub Volunteer Application Form that you will find on the 'Volunteering' section of our website or call us for further information.

The Hope Hub | www.thehopehub.org.uk | 01276 581174 | connect@thehopehub.org.uk
Registered Address: Knoll Road, Camberley, Surrey, GU15 3SY | Charity Number 1176452

Thank you for your interest in The Hope Hub and for thinking about Volunteering with us. As a charity, we have continued to grow and serve more people in need during the pandemic and very much look forward to welcoming more Volunteers back to support our many new initiatives.