**Volunteer Role Outline**

**Lunchtime Leader & Assistant**

We want to encourage more participation in activities at Age UK Merton by providing all our clients with an excellent service and warm welcome. Our volunteers are invaluable in this. This role description sets out the main responsibilities for volunteers assisting in and around the centre. Centre volunteers report to the Operations Manager. Volunteers may be engaged to carry out one or more of these roles:

**Lunchtime Assistant/Leader**

**Serve Lunch**

* Set up tables ready for lunch
* Have ready the list of lunch choices to inform plating up and serving
* Plate up food appropriately and quickly so that the clients have food at optimum temperature
* Check there are no food allergies if food contains nuts or other known allergens – e.g. an apple cake with almonds
* Check that all clients are happy with their meal, and ask for feedback
* Clear plates away and place scraps in the bin
* Load/unload dishwasher
* Empty dishwasher and put away items in correct cupboards
* Hand wash any serving bowls and place back in café basket for collection the following day
* Wipe kitchen counters so it is ready for the next use
* Inform Operations Manager that all is done for the day before you leave.

**Refreshments**

* Set up the hot water urn or thermos flask ready for hot drinks
* Set out the required number of cups, saucers, spoons
* Set out coffee, tea, fruit squash, milk, sugar, biscuits and/or fruit
* After activities are finished, clear away all refreshment items and place back in cupboards
* Load dishwasher with dirty items or place on tray on counter by dishwasher
* Unload clean items from dishwasher and put back in cupboards

**Interaction with clients & activities**

* Make sure all clients are enjoying themselves by interacting and chatting to them
* Play games with the clients; such as dominoes, Bingo and card games
* Make conversation with clients; what are their interests, what is in the news or current affairs
* Provide support to any activities when needed, this could include assisting with the activity itself, loading the dishwasher, serving tea or setting up/tidying up before and after the activity
* Build a good relationship with clients using the centre

**Skills**

* Practical skills and good common sense
* Ability to understand Health & Safety and adhere to Age UK Merton policies and procedures
* Good communication skills and friendly personality
* Empathy and caring
* Team work
* Ability to follow instructions
* Ability to understand Health & Safety and adhere to Age UK Merton policies and procedures