



**Coffee@Colab** is a cafe project set up to provide opportunities for people in recovery or who have lived experience to volunteer and gain skills whilst serving barista style coffee to our visitors.

**Title of Role: Coffee@CoLab Volunteer**

**Responsible to: Welcome Team Leader**

### **Coffee@CoLab**

Coffee@CoLab is a café project run by a number of volunteers with an array of different experiences and backgrounds. Coffee@CoLab project aims to provide an opportunity to spend time meaningfully, learning through the role and building experience that may help with future employment.

### **Purpose of Role**

The CoLab Hub opened in April 2016, following a £700,000 refurbishment. The Hub is a cross-sector and multi-agency collaborative working space that brings over 30 different projects, agencies and businesses together to meet local community needs. CoLab hosts everything from a specialist GP surgery to a social enterprise start-up space; training and personal development courses to counselling and psychotherapy; art and gardening to mental health and drug services. It is designed to be a safe and welcoming space where everyone – including people with multiple and complex needs - can come and grow toward their full potential – regardless of their background.

The Atrium is the first point of contact for all visitors when they arrive at CoLab. Our Coffee@CoLab project is based in our atrium and provides a warm welcome and

café based experience to all our visitors. We have the option to provide one free cup of tea or coffee to anyone who needs it but invite donations from those who are able. This is a not-for-profit café and the aim is primarily to cover the costs. Any surplus goes back in to training and widening the opportunities of the café.

Most important with Coffee@CoLab is achieving our social aims; provide skills and opportunities for people in recovery – whilst serving delicious tea and coffee!

We are looking for volunteers who share our values of compassion, welcome, collaboration, and ambition, and who are committed towards empowering people to make positive choices in their lives.

### **Main duties and responsibilities**

- Leading on the day to day running of the Café.
- Dealing with the visitors and customers in a friendly and polite manner.
- Preparation of drinks for our guests.
- Delivering food and drink to our guests and clearing tables.
- Basic cleaning tasks including floors, walls and work surfaces.
- Emptying waste bins.
- Welcoming all visitors into Coffee@CoLab
- To support Welcome Team when they are unavailable
- Report to Welcome Team Navigators if presented with difficult situations or behaviour
- Ensure that visitors can find information they need easily
- To take written details of visitors if a member of staff is unavailable, and pass on the enquiry where appropriate
- Check out with visitors if they appear to have been waiting around for a long period of time
- To find the appropriate member of staff and inform them that their appointment is waiting in the Atrium if the Welcome Team are not available

### **Personal skills and qualities**

- Good communication and customer service skills
- Understanding the need for confidentiality
- Be able to deal with visitor enquiries
- Having the ability to respond appropriately to different situations
- The ability to stay calm and relaxed under pressure
- To be non-judgemental and have a commitment to equal opportunities
- To be friendly and approachable
- To be able to work as part of a team
- Able to recognise own limits and boundaries
- A willingness to attend training and team meetings
- To be organised and systematic

## **Training**

- In-house training, supervision and support will be given
- Other training relevant to the role can be offered

## **Support and Supervision**

- Full support and supervision on monthly basis either individually or in a group