



## RMHC-SWO Volunteer Job Description

**Volunteer Role:** Kitchen & Dining Support, London House

**Time Commitment:** Weekly

**Hours:** Daily, flexible 9:00am-12:00pm, 5:00pm-8:00pm

**Reports to:** Volunteer Coordinator, London House

<b>Our Mission</b>	We provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.
<b>Our Vision</b>	A world where every family has what they need to ensure the best health outcomes for their children.
<b>Our Values</b>	We lead with compassion, we are deeply respectful, we act with integrity, and we are firmly committed.

A Kitchen & Dining Support Volunteer plays an important role in creating a warm and inviting atmosphere for our guests. They are responsible for ensuring that our guest families always have access to fresh and nutritious food, and experience smooth and reliable dinner services during their stay. In addition to prioritizing both personal and guest safety at all times, the Kitchen & Dining Support Volunteer responsibilities include but are not limited to:

1. Food Preparation
  - i. Setting up continental breakfast/brunch, grab-and-go snack, and tea/coffee stations in the morning, replenishing as needed throughout the day;
  - ii. Replenishing shared fridges with beverages and packaged leftovers according to safe food practices;
  - iii. Baking/preparing fresh nutritious grab-and-go treats for both House and Family Room distribution according to ingredients in designated areas; and
  - iv. Abiding by all health and safety regulations and standards when preparing food and beverages.
2. Light Housekeeping
  - i. Sanitizing of surfaces in kitchen, dining room and family kitchen;
  - ii. Running dishwasher and putting away dishes when cycle is complete; and
  - iii. Sweeping as needed throughout the day.
3. Dinner Service Preparation
  - i. Preparing utensils rolled in napkins, and replenishing of napkin holders on dining room tables;
  - ii. Care of the hot food table including replacing water and turning on/off as directed; and
  - iii. Providing assistance to kitchen staff as needed in support of light or cancelled dinner group scenarios.
4. Communication
  - i. Reporting questions and concerns directly to staff, and make recommendations for improvement.

5. Other duties as assigned by staff.

**Qualities and Preferred Skills:**

- Prioritizes food safety and adheres to best practices at all times; Safe Food Handling certification will be provided
- Reliably perform set task list with minimal supervision
- Respects well-established kitchen practices including inventory control efforts
- Adapts well to change and remains composed in busy or stressful situations
- Respects families' confidentiality and is sensitive to the challenges they face
- Open-minded and considerate of cultural, dietary and medical needs
- Actively listens and communicates effectively with families, volunteers, and staff