



**Title: Kitchen Helper Volunteer – London Coffee House**

**Program: London Coffee House**

**Position Location: 471 Hamilton Road, London, ON**

**Time Commitment: One Shift per week or per two weeks (3-4 hours per shift)**

**Role Description and Primary Responsibilities:**

- Provide a welcoming atmosphere that encourages engagement from clients
- Assist with preparation of food items and beverages
- Wash dishes, utensils and kitchen appliances and ensure their proper storage
- Ensure that work surfaces are clean
- Comply with health and safety regulations
- Maintain the privacy and confidentiality of the people accessing services and support
- Attend initial orientation and ongoing training and meetings

**Required Qualifications:**

- Current & Clear Vulnerable Person's Sector Check
- Minimum of 18 years of age
- 2 references (1 professional)
- Minimum commitment of 6 months

**Experience & Qualifications:**

- Excellent customer service skills and a pleasant demeanor
- Reliability and punctuality
- Experience working with marginalized people and/or individuals with mental health issues is considered an asset
- Completion of Food Handler Training, which will be made available

**Physical and Mental Requirements:**

- Must be able to stand for a few hours at a time
- Must be able to lift up to 20 lbs
- Must be able to use and manipulate kitchen knives without difficulty
- Good listening skills and a nonjudgmental attitude
- Ability to handle stress and conflict in a calm manner

**Detailed Summary of Position:**

We rely on the efforts of our Kitchen Helper volunteers to help us prepare snacks and meals for the individuals we serve, and to help us create an atmosphere that fosters support and encouragement.

We place tremendous value on the contributions of our volunteers to help us support more than 60 people who walk through our doors daily seeking services and support. Volunteers with our team play a role in improving the quality of life for people who have experiences with homelessness, poverty, mental health, addictions and other complex health issues.

Volunteering at London Coffee House offers the chance for volunteers to gain knowledge about addictions & mental health, to learn of the various services and supports available within the community, and to meet new people.

**Reporting Relationship:**

**Manager, Peer Support and Social Enterprise**

**Program Support, Community Programs**

**Direct Service Staff working in Kitchen**

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