



## Volunteer role description

### Head Room café Waiting Support Volunteer

#### Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse set of highly professional mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

#### Role Purpose

We are looking for passionate and empathetic volunteers to support Head Room's friendly team during busy periods. This role would suit someone who is an effective communicator, highly organised with great customer service skills, able to work well under pressure and can keep their composure when working with disgruntled customers.

All our staff are strong mental health advocates and enjoy the culture of the café which is a safe space for the community, and we are looking for someone with the same values.

No Barista or server experience is needed.

#### Role responsibilities

- Greet guests and at times be the first point of contact for customers.
- Seat customers looking for an available table.
- Clearing tables when customers have finished eating.

- Take empty plates and cutlery into the kitchen and empty cups to the bar.
- Wipe down and sanitise tables, as well as vacuum or sweep the floor and chairs to clean up any food spills.
- Polish cutlery and glasses
- Give customers a menu, jug of water and glasses when first seated.
- Provide cutlery to customers after they have ordered.
- Be available to answer any customer queries and engage in conversation, telling people about Jami and Head Room
- Provide excellent customer service and a pleasant dining experience to our guests.
- Cater to guests who require extra attention (e.g. children, elderly)
- Answer incoming calls and address customers' queries.
- Assist wait staff as needed.
- Take drinks from the bar to the correct tables.
- Inspect menus for cleanliness.

### We can offer you

- Full training and ongoing support from your manager
- Volunteering Handbook with further information regarding our volunteering policies
- Reimbursement of reasonable expenses
- Flexible hours

### What we need

- DBS check and two acceptable references
- 3-6 month commitment

### How to apply

To apply for the role, please email **[Hannah.rosenberg@jamiuk.org](mailto:Hannah.rosenberg@jamiuk.org)**

Jami is committed to safeguarding and we expect all our volunteers to share this commitment. We welcome applications from Jewish and non-Jewish volunteers and from across the full spectrum of the community.