

SHINE Cafe Volunteer Programme 2018



Hours: Flexible

Based at: SHINE Enterprise Centre, 89-91 Turnpike Lane, London, N8 0DY

Summary of volunteering opportunity: You will work as part of a team running the SHINE café and support on planning, organising and hosting activities taking place at SHINE.



Who are we?

HAGA works with and on behalf of people, families and communities affected by alcohol. We tackle the harm caused by alcohol by supporting people to cut back their drinking, reducing risk and raising awareness of the dangers of excessive drinking. Since 1981, we have supported over 17,000 people to change their drinking for the better.

What we do?

HAGA have been running the SHINE enterprise centre since 2015. The centre supports local people and those in recovery to share their skills to develop and attend a range of health and wellbeing activities offered at an affordable price. The ever increasing list of activities include: an art group, sewing group, yoga, PiYo and mindfulness. The activities are varied and suitable for all ages and abilities. With the help of crowdfunding, the Mayor's Fund and Haringey Council HAGA is starting on a new venture: SHINE café and we are looking for people who want to come along for the journey!

What will you do as café volunteer?

This position would be ideal for someone interested in becoming involved in the coffee and customer service industry on a professional level. There will also be opportunities

for volunteers to help plan and organise health and wellbeing activities or share skills. The role will be fitted around your skills and experience as well as areas you would like to develop. General duties include: making coffee, serving customers, cashier, general cleaning, setting up and supporting activities taking place and ensuring the general smooth running of the centre.

What can we offer you?

You'll get proper training and induction which will give you the skills necessary to carry out cafe duties. You'll be working alongside an appointed supervisor so you'll always have someone to ask if you're not sure about something. The training offered for all volunteers will include: customer service, coffee making, food hygiene - so you do not need to worry if you haven't done this before!

You'll also have access to HAGA's internal training programme so you can continue to develop your skills. Plus, you'll get a Time Credit (<http://www.justaddspice.org/about-us>) for every hour volunteered and be reimbursed for travel and lunch so you're not out of pocket. By volunteering at SHINE you will gain experience to enable you to progress into paid employment in a café setting, receiving a reference for future employment.

What do we need from you?

We are therefore looking for someone who is 18 and over with: good communication and listening skills, customer service skills, basic ability to handle cash, excellent organisation skills and time keeping - reliable and committed. Willing to do a CRB check.

If you are familiar with basic food and beverage preparation then that's a bonus!

Commitment

Initially, the café will be open Monday - Friday, with some evening and weekend activities taking place on an ad hoc basis. Volunteers can choose hours and be fitted into a rota. We have a minimal time commitment of 4 hours each week. We are offering this volunteer post for a maximum of 3 months. Any volunteer wishing to pursue this as a paid role with another business after the 3 months can be supported by the SHINE team and employment services to find suitable paid employment.