

THE SYCAMORE TREE COFFEE SHOP

Information and PD for prospective volunteers

STATEMENT OF PURPOSE

The Sycamore Tree has existed since 1986 as a SOCIAL ENTERPRISE of the Heidelberg Scots Uniting Church, now called The Banyule Network of Uniting Churches.

The mission of The Sycamore Tree is to: -

Present an active window of the Church to the community at street level.

Provide an environment welcoming and accepting of all in the community.

Be guided by strong commitment and leadership.

Be financially viable.

Provide a quality food and beverage service.

Channel surplus funds to areas of community need.

VOLUNTEER RESPONSIBILITIES

1. Ensure you possess a current WORKING WITH CHILDREN card with the UCA listed as your volunteer information. (UCA 130 Little Collins Street, Melbourne)
2. To ensure all work is conducted in accordance with Sycamore Tree Coffee Shop Procedures,
3. To assist in maintaining a safe and healthy working environment in the Sycamore Tree Coffee Shop.
4. To take direction from the Manager to ensure Food Handling rules are at all times fulfilled.
5. Attend Induction Training sessions as required. (Volunteer General Induction- Heidelberg Scots, Safe Church Training, UCA online Volunteer Induction)

Specific Duties

1. Greet customers in a welcoming and caring manner – hospitality is a key duty.
2. Assist with Table Service
3. Assist with food preparation
4. Assist with dish washing and cleaning

5. Support the Manager as requested if there are special events or additional tasks to be completed during your shift.

Knowledge and skills

1. An ability to make people feel welcome
2. Willingness to be trained to deliver quality customer service
3. Willingness to be trained in high quality Food Handling methods
4. An interest in Outreach and Community
5. An interest in Social Enterprise Business Objectives

VOLUNTEERS' RIGHTS

As a volunteer, you have a right to:

1. be recognised as a valued team member
2. be supported and affirmed in your role
3. a healthy and safe working environment
4. be covered by insurance
5. be aware of the grievance procedure within the organisation
6. have suggestions and thoughts about the shop thoughtfully regarded
7. training for the different tasks of the shop as required
8. be kept fully informed about progress in the shop or any anticipated changes
9. make suggestions on any improvement or donation ideas

VOLUNTEER POSITION DESCRIPTIONS

Volunteer Position Description

Reports to Manager Sycamore Tree Coffee Shop

Hours of work: as arranged with the Manager

Coffee Break: This is at the discretion of the manager and relates to the length of the shift worked. If a volunteer would like to have a coffee they can enjoy this before or after the shift.

THE SYCAMORE TREE MANAGEMENT COMMITTEE

The Sycamore Tree Management Committee meets monthly and oversees the operation and management of the Coffee shop.

The Sycamore Tree Manager reports to this committee.

The Sycamore Tree Manager and the Management Committee report to the Leaders and Elder Committee, Joint Church Council and the Banyule Network of Uniting Churches.

Approved STMC 2/8/18