

<u>Group</u>	<u>Responsible for:</u>
<b>Management Committee</b>	Protect the interests of the Café and volunteers.
<b>Management Team</b>	Overall operations, volunteer recruitment, training and induction and operational queries & concerns eg incidents/bans.
<b>Team Leaders</b>	Organise roles for volunteers on shift, escalate any issues raised to Management Team as necessary, complete session log.
<b>Service Team (Volunteers)</b>	Day to day service delivery, team includes catering staff, meeting and greeting, customer service, collection and food donation.
<b>Customer-Volunteers</b>	Role models to newer customers, those struggling with issues, provide support. SPECIFIC: Running Day Café operations in tandem with volunteers.
<b>Customers</b>	Adhering to the agreed Code of Conduct, maintaining their own belongings & whatever café resources are assigned to them, treating other customers and volunteers with respect.