

Clarifying tasks

A case study

Someone is going to join the rota for serving drinks at a weekly drop in session.

What is the task?

The essential task is to serve drinks to people, but does that involve:

- Bringing fresh milk and if so, will costs be reimbursed and how will they be reimbursed?
- Setting up beforehand and washing up afterwards?
- Leaving a session early in order to be ready?
- Responsibility for anything additional like washing tea towels?

In addition:

- Are donations expected or welcome from those who have drinks? How is that handled?
- Is there flexibility for any personal touches about how things are done, like bringing in home made cakes, using different coffee etc?

Why does the task matter?

Serving people in this way:

- Gives them a drink that they otherwise wouldn't have.
- Helps people to feel welcome and valued.
- Is part of creating an atmosphere where people can relax and talk to each other.

Who is going to provide support and guidance?

This could either be the person responsible for the rota or another specific person. They will:

- Give practical guidance on where everything is for making drinks.
- Explain any systems used and answer questions.
- Explain exactly what they do, and don't, have to do e.g. do they have to set up, wash up, bring the milk, etc. or does someone else do that?
- Provide ongoing support, including thanking the person and sorting out any problems.

What needs to be in place to enable the task to be done safely?

Who will ensure that risks have been assessed and minimised? For example:

- Is the equipment safe – has electrical equipment been checked and does the person know how to use it correctly?
- Are there hygiene guidelines to follow?
- Is there insurance to cover any accidents that might happen? Are there any safeguarding issues to consider?