

Communities@Work

Position Description:

Role:	Community Pantry Volunteer
Program:	Social Programs
Location:	Tuggeranong and Gungahlin Community Centre
Reporting Relationship:	Community Pantry Coordinator

Position Statement

The Communities@Work Community Pantries provide basic food and personal care items to individuals and families in Canberra who are experiencing hardship.

Community Pantry volunteers undertake a variety of roles, including front of house assisting clients, sorting, checking and rotating donations and re-stocking the pantry.

The pantries are located in the Tuggeranong Community Centre and Gungahlin Community Centre, open Monday 12:30-3pm, and Tuesday to Friday 9-11:30am and 12:30-3pm.

Duties & Responsibilities

Position Specific

- Communicating and interacting with clients of the program (front of house only)
- Processing client details and 'shop' on the social programs database (front of house only)
- Managing rotation of stock between storeroom fridges and freezers and the pantry
- Processing financial transactions (including cash handling and cash register operation)
- Food handling & sorting (including fruit and vegetables, meat, canned and frozen goods)
- Repacking and labelling food
- Cleaning and tidying (including sweeping, mopping, wiping down shelves and cleaning out fridges)
- Collecting donations
- Follow Communities@Work's Food Safety Program
- Undertaking I'm Alert Food Safety Certificate training annually
- Adhering to Occupational Health and Safety policies
- Some light and heavy lifting
- Other duties as directed by supervisor

Workplace Compliance:

- Attendance at induction and other program specific training as required
- Understands and supports the Communities@Work Purpose, Mission and Values
- Maintain appropriate professional codes of ethics and work standards

Position Description:

- Comply with Communities@Work policies and procedures
- Work within WHS guidelines and promote safe work practices
- Is responsive to changes in customer needs, manages client expectations and provides a courteous and professional service to customers

Team Work:

- Builds and sustains positive relationships with team members and clients
- Works collaboratively and is an effective team member
- Understands and responds to different communication styles, and treats people with respect and courtesy
- Understands diversity and respects different perspectives
- Identifies learning opportunities and respects and acts on constructive feedback
- Display excellence in client service.
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Selection Criteria

Essential

- Maintain current 'Working with Vulnerable People' registration
- Attendance at a Communities@Work Volunteer Induction
- Attendance at other training sessions as required, including program area/role specific orientation training
- Holds a current I'm Alert Food Safety Certificate
- Ability to understand and adhere to Occupational Health and Safety protocols
- Is over the age of 18 years

Desirable

- Basic computer skills