



Community Pantry Team Member

Program: Social Program

Volunteer Program Contact:

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Program Supervisors / Contacts:

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Times and Location:

Communities@Work's Community Pantry is open from 9 am to 3 pm weekdays at the Tuggeranong Community Centre and the Gungahlin Community Centre. Volunteer shifts for this role are flexible between these hours.

About the Program:

Communities@Work's Social Programs provide food and essential services to individuals and families in Canberra who are experiencing hardship. Services include:

- A pantry of healthy food, nutritious meals and essential items
- Cooking lessons & nutritional advice
- Provision of emergency relief and essential items
- Clothing program providing clothing & accessories (by appointment) for job interviews, work experience or social events for men and women

Our Vision

A resilient and socially inclusive community that cares for the well-being of all.

Our Mission

To deliver quality community services of social value and practical benefit.

Our Values

Trust, Integrity & Transparency:

We earn the confidence of the community by instilling these qualities throughout every aspect of Communities@Work.

Respect for All:

We respect everyone we deal with, care about everyone in the community and value difference and diversity.

Flexibility & Responsiveness:

We are adaptive and agile in pursuing the vision of Communities@Work, with a proactive approach to change and progress.

Quality & Innovation:

We are committed to excellent service delivery, underpinned by continuous improvement and innovation.

Affordability & Sustainability:

We ensure our services are relevant and appropriate as we build our capacity for a sustainable future.

- Referrals to Communities@Work programs and specialist organisations

Clients are able to 'shop' for their items from a pantry of healthy food, hampers and essential items - either free of charge or for a nominal fee - in a safe, secure and dignified environment.

Duties:

- Communicating and interacting with clients of the program
- Restocking the pantry shelves, fridges and freezers
- Working with the social programs database (entering client details, details of food deliveries etc)
- Handling transactions (cash handling and cash register operation)
- Food handling (including fruit and vegetables, meat, canned and frozen goods)
- Cleaning and tidying of the store (including sweeping, mopping, wiping down shelves and cleaning out fridges) in adherence with the Communities@Work Food Safety Program
- Emptying food pantry bins
- Collecting food, clothing and toy donations
- Basic administrative tasks such as laminating, typing, photocopying and printing
- Ensuring that all food is within its use by date
- Shopping for food items for the store under direction of the Community Pantry Coordinator
- Undertaking other duties directed by the Community Pantry Coordinator

Skills and Experience:

- Strong communication, listening and people skills
- Customer service skills
- Administrative experience
- Basic computer skills
- Comfortable handling cash

Qualities:

- Ability to prioritise and work diligently
- Comfortable interacting with vulnerable people
- Warm, friendly, outgoing and people focused
- Empathetic, compassionate and non-judgemental
- A willingness to work under supervision and direction
- Able to interact with Communities@Work's team members and stakeholders in a friendly, helpful and respectful manner
- Willing to accept Communities@Work's core vision, mission and values, and represent the organisation within the framework

Additional Requirements:

- Working with Vulnerable People Registration
- Attendance at a two hour Communities@Work Volunteer Induction
- Attendance at other training sessions as required including Program Area/Role specific orientation and training

Communities@Work has a vision for a resilient and socially inclusive community that cares for the well-being of all.



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Inclusive

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