



## Donation Pick Ups Volunteer

### Program: Social Program

#### Volunteer Program Contact:

<b>Name</b>	<b>Brittany Campbell</b>
<b>Position</b>	<b>Coordinator – Volunteer Program</b>
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#### Program Supervisors / Contacts:

<b>Name</b>	<b>Chris Barry</b>
<b>Position</b>	<b>Manager, Fundraising &amp; External Relationships</b>
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#### Times and Location:

Fundraising activities take place in locations across Canberra. There are a number of regular locations where pick-ups are required, and other ad hoc pick-ups are required for one-off fundraising events.

The number and duration of the shifts can be agreed to between the Manager and the Volunteer and may be either half day or full day shifts Monday – Friday, but a regular commitment is required so that pick-ups can be scheduled with external stakeholders who hold donation drives for Communities@Work.

#### 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 for job interviews, work experience or social events for men and women
- Referrals to Communities@Work programs and specialist organisations

## 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.

The Social Programs Team undertakes a wide range of fundraising activities to support the delivery of our social programs, including regular food and clothing drives. This volunteer role supports fundraising activities by undertaking regular collections of food or clothing donations from donation boxes from across Canberra and bringing the donations to the Tuggeranong Community Centre for counting, recording and sorting.

## Duties may include:

- Drop off and pickups of food and clothing donation bins as required for donation drives
- Pick-ups and high level sorting of donated clothing from The Green Shed Mitchell and Mugga Lane on Mondays and Fridays
- Drive one of Communities@Work's vehicles for pickup of donations as agreed to by the Manager. This may require picking up and returning a Communities@Work vehicle (usually a van) from either Lions Youth Haven or Tuggeranong Community Centre.
- Maintain contact with the Manager and assist with adhoc pickups if and when possible
- Complete the pickup and delivery records as supplied by the Manager
- Inform the Manager of any issues with donors or collections

## Skills and Experience:

- Resourcefulness and flexibility
- Be a responsible driver with knowledge of community streets and ability to read a map or operate a GPS
- Excellent communication skills - ability to communicate effectively with donors and recipients
- Ability to follow detailed instructions and standard practices

## Qualities:

- A willingness to work under supervision and direction
- Strong understanding of boundaries and confidentiality
- Trustworthy and responsible
- Willing to accept Communities@Work's core vision, mission and values, and represent the organisation within the framework
- Able to interact with Communities@Work's team members and stakeholders, including donors, in a friendly, helpful and respectful manner

## Additional Requirements:

- Physically fit with no injuries or health restrictions that would prevent lifting and moving of heavy loads, getting into and out of a large vehicle, and sitting for lengthy periods of time
- Current full, manual Driver's License and ability to drive larger vehicles (van-sized)
- 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.



Aboriginal and  
Torres Strait Islander  
Inclusive

Proud Provider  
of the  
**NDIS**



GenderEquity  
in the workplace

**CALD**  
Inclusive