



Morning Tea Assistant

Program: Social Program

Volunteer Program Contact:

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Times and Location:

Morning teas take place every Friday from 10am – 11am at the Tuggeranong Community Centre and the Gungahlin Community Centre. Volunteers are required to arrive 15 minutes early and remain for 15 minutes after the morning teak takes place to set up and pack down.

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

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.

- Clothing program providing clothing & accessories (by appointment) for job interviews, work experience or social events for men and women
- Referrals to Communities@Work programs and specialist organisations

Morning teas take place weekly and anyone is welcome to attend. Communities@Work clients are informed about the morning teas through the Communities@Work's Community Pantries and other programs. The morning teas provide a chance for clients to enjoy a relaxing, social experience and access information. Representatives from various community organisations often attend in order to assist clients by providing information about relevant services and issues.

Duties:

- Setting up
- Preparation, cooking and serving of basic treats – pikelets, scones etc
- Welcoming people to the morning tea
- Chatting with morning tea attendees
- Packing down and cleaning
- Adherence to Communities@Work Food Safety Program

Skills and Experience:

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

Qualities:

- Positive, can do attitude
- 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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