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| **Role:** | Community Pantry Team Member | |
| **Program:** | Social Programs | |
| **Location:** | Tuggeranong and Gungahlin Community Centre | |
| **Reporting Relationship:** | Community Pantry Coordinator | |
| ****Position Statement**** | |
| Our Community Pantries provide basic food and personal care items to individuals and families in Canberra who are experiencing hardship. The pantries are located in the Tuggeranong Community Centre and Gungahlin Community Centre, open Monday – Friday, 9.00 am – 3.00 pm. | |
| ****Duties & Responsibilities**** | |

**Position Specific**

* Communicating and interacting with clients of the program
* Restocking the pantry shelves, fridges and freezers
* Working with the social programs database (entering membership forms, service delivery information etc)
* Processing financial transactions (cash handling and cash register operation)
* Food handling & sorting (including fruit and vegetables, meat, canned and frozen goods)
* Cleaning and tidying (including sweeping, mopping, wiping down shelves and cleaning out fridges)
* Collecting donations
* Follow Communities@Work’s Food Safety Program
* Enters information into a database

**Workplace Compliance:**

* Understands and supports the Communities@Work Vision, Mission and Values
* Maintain appropriate professional codes of ethics and work standards
* Comply with Communities@Work services’ policies and procedures
* Work within WHS guidelines and promote safe work practices
* Demonstrate a sound working knowledge of the relevant legislation and regulations
* Is responsive to changes in client needs, manages client expectations and provides a courteous and professional service to clients

**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 tries to see different perspectives
* Identifies learning opportunities and understands constructive feedback
* Display excellence in client service.
* Follows guidance and instruction from supervisor

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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 * Basic computer skills and administrative experience * Holds a current I’m Alert Food Safety Certificate * Is over the age of 18 years |
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