



POSITION DESCRIPTION

POSITION TITLE:	Volunteer – Moira FoodShare
REPORTS TO:	Volunteer Coordinator
DIRECT REPORTS:	N/A
AWARD:	N/A
CLASSIFICATION:	N/A

POSITION PURPOSE

This position is responsible for assisting in the operation of food distribution to residents seeking support in the greater community under the MHA Care FoodShare program.

Reporting directly to the Moira FoodShare Coordinator, it is the responsibility of this position to carry out a broad range of delegated tasks that ensure MHA Care can promote and deliver quality assistance to some of the most vulnerable residents within the community.

MHA Care in partnership with our valued volunteer base aims to provide support, independence and dignity to clients to enhance their quality of life.

KEY ACCOUNTABILITIES & RESPONSIBILITIES

The following description of responsibilities is not exhaustive and may include others as directed from time to time:

Accountability 1: Delivery of FoodShare Program

Responsibilities:

- A commitment to assisting with front and back-end tasks required to deliver the program.
- The ability to work within the roster on regular days and times.
- Informing the FoodShare Coordinator to any availabilities or changes to your roster in a timely manner.
- To be able to complete a range of tasks not limited to:
 - Serving clients within our Shopfronts.
 - Delivering hampers to client's homes in emergency situations.
 - Collection of donated food products.
 - Unpacking, sorting, and storing of donated food products.
 - Preparation of food hampers and products for our shopfronts.
 - Routine cleaning requirements in line with food handling and WH&S policies.

Accountability 2: Direct contact with MHA FoodShare clients.

Responsibilities:

- The ability to communicate sensitively with empathy to all Moira FoodShare clients from a broad range of backgrounds and abilities.
- An understanding of the issues and impacts of the social, emotional, and physical wellbeing of our vulnerable and disadvantaged clients.



- Work with respect to privacy and confidentiality of clients, staff, and other volunteers whilst on duty and outside the organisation.
- The understanding of delivering a program that is about enabling clients through supporting individuals to become independent in a safe and welcoming environment.

Accountability 3: Teamwork.

Responsibilities:

- An ability to work within a team of volunteers with a broad and diverse range of backgrounds that may have different experiences and expectations.
- A willingness to accept guidance and direction from the FoodShare Coordinator, as well as other team members including other volunteers.
- The ability to accept and be open to changes, new technologies and procedures as the program goes through significant increases in demand.

Accountability 4: Workplace Health and Safety (WHS).

Responsibilities:

- All staff and volunteers have a responsibility to ensure that they comply with the provisions of MHA Care Policies, WHS regulations and:
 - Maintain and foster a safe and inclusive workplace at all times.
 - Follow safe work practices, procedures, and instructions at all times.
 - Identify and report any risks, incidents, or injuries in the course of their duties that have occurred or have potential for injury/illness to people or damage to/loss of MHA assets.
 - Support a safe, healthy, and welcoming working environment while performing all duties in a manner that ensures the health and safety of all others.
 - Understanding of Food handling processes and protocol.

CORE BEHAVIOURS

The following Core Competencies are the behaviours expected of an employee or potential employee:

Service Focus

- A passion for helping those in need within our community.
- Ability to work with discretion and confidentiality.

Communication

- A willingness and capacity to follow directions while working co-operatively within a team and to support others.
- Good communication skills and a demonstrated ability to communicate sensitively.
- Basic written communication skills.

Motivation / Time Management

- A demonstrated strong work ethic, punctual, reliable, and commitment to quality service delivery.

Flexibility & Adaptability – Change Management

- An ability to be flexible and adapt to changes whilst on duty.
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POSITION SPECIFIC REQUIREMENTS & QUALIFICATIONS

Essential

- A valid and current police check or consent to obtain same.

Desirable

- A current and valid driver's licence.
- A current working with Children's check.
- A current food safety handling certificate.

Physical Requirements

- Capacity to lift and transfer up to and no more than 15kg.
- Ability to sort food product suitable for distribution.
- Capacity to stand for long periods of time.
- Ability to undertake basic manual handling tasks.

Where necessary a medical assessment may be required by individual request to confirm the volunteer is able to carry out the tasks outlined in this position description

ACCEPTANCE OF POSITION DESCRIPTION

This position description will be reviewed annually, when the position becomes vacant or as deemed necessary.

FOODSHARE
VOLUNTEER:

DATE:

VOLUNTEER
COORDINATOR

DATE: