

## Volunteer Position Description

<b>JOB TITLE:</b>	Breakfast Volunteer	<b>DATE:</b>	June 2018
<b>REPORTS TO:</b>	Food Services Manager	<b>DEPT:</b>	Food Services
<b>HOURS:</b>	8:00am to 10:15am, Monday to Sunday (Volunteers work set day/s within these times.)	<b>CATEGORY:</b>	Individual, Corporate, Community, School, High School (Mon - Fri)
<b>APPROVED BY:</b>	Rev. Bill Crews (CEO)		

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### POSITION SUMMARY

The Exodus Foundation's Food Services Department is a dynamic, fast-paced and high volume catering operation. It is a vibrant and challenging environment, with no two days being the same. We operate 365 days a year, serving breakfast, lunch and dinner. In addition, we prepare and pack large numbers of emergency relief food parcels.

The Food Service Mission Statement is our primary focus, to ensure all guests and volunteers have a positive experience.

***"Greeted with importance and served with humility, equals a recipe of hope and compassion for one and all."***

Breakfast Volunteers are responsible for assisting in the preparation, serving and cleaning up of the breakfast service within the Loaves and Fishes Restaurant.

### MINIMUM AGE

#### Individual Volunteers

Volunteers must be 17 years of age or older to volunteer as a Breakfast Volunteer. Individual volunteers aged 14 to 16 are permitted to volunteer, provided that they are accompanied by a parent or legal guardian during the volunteering shift and when on the Exodus Foundation premises.

#### Community and School Group Volunteers

The minimum age for volunteering is 14 years old. There must be one community or school approved supervisor or legal guardian of the group for every ten volunteers.\*

**DISCLAIMER:** While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s), for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only, and is not an exhaustive or comprehensive list of all possible volunteer responsibilities, tasks and duties. The responsibilities, tasks and duties of the Breakfast Volunteer may differ from those outlined in the Position Description and other duties as assigned, might be part of the position.

\*Approved supervisors and legal guardians must be at least 18 years of age. Variation from the above group supervision requirements is at the discretion of the Food Services Manager.

## REPORTING RELATIONSHIPS

Breakfast Volunteers report to the Exodus Foundation's Food Services Manager or a member of staff appointed by the Food Services Manager.

## DUTIES & ESSENTIAL POSITION FUNCTIONS

Breakfast Volunteers will conduct tasks as specified in the table below:

No. of Volunteers	Position	Task
Set Up Tasks	All Volunteers	<p>On arrival your Supervisor will delegate the following group tasks:</p> <ul style="list-style-type: none"> <li>• Toast set up and preparation</li> <li>• Counting the plates</li> <li>• Setting up the condiments</li> <li>• Setting up the tea/coffee station</li> <li>• Setting up the cold drinks station</li> <li>• Setting up the cereals</li> <li>• Assisting the Chef with basic food preparation, cooking and cleaning</li> <li>• Other tasks as required</li> </ul>
1	Meet/greet and cutlery	<p>Greeting the guests and handing out the rolled cutlery</p> <p>Control the flow of the guests as they queue for their meal</p> <p>Inform the guests of the lunch meal option</p>
2	Breakfast server	Serving of the portion controlled meal as directed by the Chef and keeping the area clean and tidy
3	Breakfast server	Serving of the portion controlled meal as directed by the Chef and keeping the area clean and tidy
4	Food and drinks runner	<p>Restocking the food and drinks from the kitchen to the service staff area as directed by the Chef and Supervisor</p> <p>Restocking tea and coffee as required</p>
5	Cereal server	Greeting the guests and serving the portion controlled cereal, attending to the special requirements of guests
6	Tea and coffee server	Greeting the guests and serving tea and coffee in a safe manner

7	Tea and coffee server	Greeting the guests and serving tea and coffee in a safe manner
8	Clearing attendant	Maintaining the clearing station, emptying the bins and transferring all dirty plates from the clearing station to the kitchen wash up area
8a	Sugar server	Greeting the guests and serving the sugar to the guests as requested – offering additional assistance to guest as required
Cleaning Up Tasks	All Volunteers	<p>On completion of breakfast, your Supervisor will delegate the following group tasks:</p> <ul style="list-style-type: none"> <li>• Cleaning and sanitising all benches</li> <li>• Restocking the consumables</li> <li>• Sweeping floors</li> <li>• Spot mopping, as required</li> <li>• Garbage removal</li> <li>• Wiping tables and chairs</li> <li>• General dining room cleaning</li> <li>• Other tasks as required</li> </ul>
<p><b>Note:</b> All volunteer positions are shared and rotated to give all Exodus Foundation Volunteers the opportunity to learn new skills and experiences. Please ask your Supervisor for support as required to complete your assigned task in a safe and timely manner.</p>		

## VOLUNTEER UNIFORM REQUIREMENTS

All Breakfast Volunteers are required to wear appropriate Personal Protective Equipment (PPE) when on duty. The PPE must include:

- Full-length trousers
- Non-slip, covered shoes
- T-shirt
- Volunteer ID

## WORK EXPERIENCE AND SKILLS

Essential	Highly Desirable
Valid Working With Children Check (WWCC)	Customer service focused
The Exodus Foundation Food Services Induction and Training	Basic understanding of Food Safety Handling and Compliance
Basic understanding of Work, Health & Safety	
Ability to follow instructions and basic checklists	
Competent interpersonal and verbal communication skills	

## PERSONAL QUALITIES AND ATTRIBUTES

Essential	Highly Desirable
Honest, empathetic and kind	High standard of personal presentation
Positive and non-judgmental approach	Ability to be flexible and rise to the challenge
Ability to work in a team environment	Able to comfortably lift 12 kg or less
Punctual and reliable	Have a sense of humour and be willing to contribute to an engaged volunteering experience
Ability to stay calm and composed under difficult conditions	Have a keen interest in hospitality and customer service

## ACKNOWLEDGEMENT FOR RECEIPT OF THE VOLUNTEER POSITION DESCRIPTION

I have received a copy of the Breakfast Volunteer Position Description and have read and understood its contents.

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Volunteer Name

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Date

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Volunteer Signature

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Date

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Supervisor's Signature

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Date