

## Volunteer Position Description

**JOB TITLE:** Lunch Volunteer **DATE:** June 2018

**REPORTS TO:** Food Services Manager **DEPT:** Food Services

**HOURS:** 10:00am to 2:00pm, Monday to Sunday **CATEGORY:** Individual  
(Volunteers work set day/s within these times.)

**APPROVED BY:** 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."***

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

### MINIMUM AGE

#### Individual Volunteers

Volunteers must be 16 years of age or older to volunteer as a Lunch 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.

**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 Lunch Volunteer may differ from those outlined in the Position Description and other duties as assigned, might be part of the position.

## REPORTING RELATIONSHIPS

Lunch 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

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

No. of Volunteers	Position	Task
Set Up Tasks	All Volunteers	On arrival your supervisor will delegate the following group tasks: <ul style="list-style-type: none"><li>• Plating the desserts</li><li>• Setting up the tea/coffee station</li><li>• Setting up the drinks station</li><li>• Counting the plates</li><li>• Setting up the bread and butter</li><li>• Setting up the salt and pepper</li><li>• Rolling the cutlery</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	Greeting the guests, handing out the rolled cutlery and dessert ticket  Control the flow of the guests as they queue for their meal
2	Hot meal server	Serving of the portion controlled hot meal as directed by the Chef and keeping the area clean and tidy
3	Hot meal server	Serving of the portion controlled hot meal as directed by the Chef and keeping the area clean and tidy
4	Hot food and drinks runner	Restocking the food and drinks from the kitchen to the service staff area as directed by the Chef and Supervisor
5	Bread and meal server	Greeting the guests and serving the complete plated meal to each guest
6	Cold drinks server	Greeting the guests, serving the cold beverages and restocking drinks as required
7	Dessert server	Greeting the guests, collecting the dessert tickets and serving

		the portion controlled desserts
8	Tea & coffee server	Greeting the guests and serving tea/coffee in a safe manner
9	Tea & Coffee server	Greeting the guests and serving tea/coffee in a safe manner
10	Tea & coffee preparation	Preparing the tea and coffee for the tea/coffee service and restocking as requested
11	Sugar server	Greeting the guests and serving the sugar to the guests as requested – offering additional assistance to guests as required
12	Clearing attendant	Maintaining the clearing station, emptying the bins and transferring all dirty plates from the clearing station to the kitchen wash up area
13	Guest table attendants	Greeting the guests, attending to guests with additional needs, clearing and wiping the tables and mopping up spills
14	Guest table attendants	Greeting the guests, attending to guests with additional needs, clearing and wiping the tables and mopping up spills
Cleaning Up Tasks	All Volunteers	<p>On the completion of lunch, your Supervisor will delegate the following group tasks:</p> <ul style="list-style-type: none"> <li>• Stacking the chairs and tables</li> <li>• Sweeping and mopping the floor</li> <li>• Detailed cleaning of the service benches</li> <li>• Restocking the consumables</li> <li>• General dining room cleaning</li> <li>• Garbage removal</li> <li>• Other duties as requested</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 Lunch 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 Lunch 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