

Volunteer Position Description

JOB TITLE:	Mobile Food Service - Night Van	DATE:	June 2018
REPORTS TO:	Food Services Manager	DEPT:	Food Services
HOURS:	7.20 pm to 8.30 pm, Monday to Sunday (Volunteers work set day/s within these times.)	CATEGORY:	Individual, Corporate, Community
APPROVED BY:	Rev. Bill Crews (CEO)		

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."

Night Van Dinner Volunteers are responsible for assisting in the preparation, serving and cleaning up of dinner meals at the night van, located at Yurong Parkway, Woolloomooloo.

MINIMUM AGE

All volunteers must be 18 years of age or older to volunteer as a Night Van Dinner Volunteer.

REPORTING RELATIONSHIPS

Night Van Dinner Volunteers report to the Exodus Foundation's Food Services Manager or the Night Van Shift Supervisor appointed by the Food Services Manager.

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

DUTIES & ESSENTIAL POSITION FUNCTIONS

Night Van Dinner Volunteers will conduct tasks as specified in the below table:

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"> • Setting up tables and sanitising them • Setting up the drinks station • Setting up the garbage bins • Setting up the bread • Setting up the hand outs • Setting up the bain-marie • Setting up the van • Other tasks as required
1	Meet/greet and cutlery	<p>Greeting the guests, handing out the rolled cutlery and dessert ticket</p> <p>Control the flow of the guests as they queue for their meal</p>
2	Van meal server	Serving of the portion controlled hot meal as directed by the Night Van Supervisor and keeping the area clean and tidy
3	Van meal server	Serving of the portion controlled hot meal as directed by the Night Van Supervisor and keeping the area clean and tidy
4	Drinks server	Greeting the guests, serving the cold beverage and restocking as required
5	Table server	Greeting the guests, handing out the nominated portion controlled hand out as directed by the Night Van Supervisor
6	Table server	Greeting the guests, handing out the nominated portion controlled hand out as directed by the Night Van Supervisor
7	Table server	Greeting the guests, handing out the nominated portion controlled hand out as directed by the Night Van Supervisor
8	Table server or support volunteer	<p>Greeting the guests, handing out the nominated portion controlled hand out as directed by the Night Van Supervisor</p> <p>The support volunteer will work in the above listed positions as required</p>
Cleaning Up Tasks	All Volunteers	On the completion of the night van meal service, your Supervisor will delegate the following group tasks:

		<ul style="list-style-type: none"> • Wiping and breaking down the tables • Breaking down the drinks station • Garbage removal • Bagging the bread • Cleaning the Bain Marie • Wiping and cleaning van benches • General site clean up • Packing up the van • Other tasks as required
<p>Note: 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 Night Van Dinner 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 Night Van Dinner Volunteer Position Description and have read and understood its contents.

Volunteer Name

Date

Volunteer Signature

Date

Supervisor's Signature

Date