

Volunteer Position Description

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

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.*

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*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"> • Toast set up and preparation • Counting the plates • Setting up the condiments • Setting up the tea/coffee station • Setting up the cold drinks station • Setting up the cereals • Assisting the Chef with basic food preparation, cooking and cleaning • Other tasks as required
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"> • Cleaning and sanitising all benches • Restocking the consumables • Sweeping floors • Spot mopping, as required • Garbage removal • Wiping tables and chairs • General dining room cleaning • 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 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.

Volunteer Name

Date

Volunteer Signature

Date

Supervisor's Signature

Date

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 (Volunteers work set day/s within these times.)	CATEGORY:	Individual
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."

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.

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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">• Plating the desserts• Setting up the tea/coffee station• Setting up the drinks station• Counting the plates• Setting up the bread and butter• Setting up the salt and pepper• Rolling the cutlery• Assisting the Chef with basic food preparation, cooking and cleaning• Other tasks as required
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"> • Stacking the chairs and tables • Sweeping and mopping the floor • Detailed cleaning of the service benches • Restocking the consumables • General dining room cleaning • Garbage removal • Other duties as requested
<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 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.

Volunteer Name

Date

Volunteer Signature

Date

Supervisor's Signature

Date

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.

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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.

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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
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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.

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

Volunteer Position Description

JOB TITLE:	Catering Assistant Volunteer	DATE:	September 2018
REPORTS TO:	Food Services Manager	DEPT:	Food Services
HOURS:	7:00am to 3:00pm, Monday to Sunday (Volunteers work set day/s within these times).	CATEGORY:	Individual, Agency and Hospitality Student
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.

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Catering Assistant Volunteers perform general kitchen duties that include; basic food preparation, cleaning of kitchen areas, washing dishes, cleaning equipment and ensuring that storage areas are clean and tidy.

MINIMUM AGE

Individual and Agency Volunteers

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

Vocational Education Volunteers

The minimum volunteering age of students from Registered Training Organisations (RTO) is 16 years old.*

* Students under 16 years old may be accepted at the discretion of the Food Services Manager.

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REPORTING RELATIONSHIPS

Position of catering assistant is a volunteer position specifically assigned to the Lead Chef.

Whilst a qualification is not required, the person should have knowledge and appreciation of food preparation. As such, the catering assistant takes all direction from the leading chef and must follow the policies and procedures of food handling and safety.

The catering assistant supports the lead chef in preparation, cooking, cleaning and organizing corporate volunteer groups.

DUTIES & ESSENTIAL POSITION FUNCTIONS

Catering Assistant 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"> • Attending the kitchen tool box briefing • Setting up the dining room tables and chairs • Setting up the kitchen • Perform individual tasks according to the Chef's instructions • Other tasks as required
1 - 5	Catering Assistant	<p>The Catering Assistant position is a full shift supporting the Chef, with the food preparation and cooking of the following:</p> <ul style="list-style-type: none"> • Breakfast • Lunch • Dinner (Night Van) <p>Cleaning of all the food areas to include:</p> <ul style="list-style-type: none"> • Benches • Floors • Walls • Dishwasher • Kitchen equipment • End of shift clean up <p>Basic food preparation of:</p> <ul style="list-style-type: none"> • Vegetables • Salads • Rice and pasta

		<p>Catering tasks include:</p> <ul style="list-style-type: none"> • The assistant chef is to ensure that all kitchen volunteers are fully aware of the kitchen protocols in respect to HACCP requirements. • Assist the Lead Chef in organising the food product for the daily menu • Ensure that all processes are within a safe work environment. • Ensure the kitchen equipment, hygiene is in full working condition and immediately advise Leading Chef of any problems. • Ensure cool room is maintained to HACCP requirements at all times. • <i>Cooking</i>: confirm with the leading chef what is menu for the day. • <i>Preparation</i>: confirm with LC what are the ingredients to prep for the menu/ next day • <i>Organize corporate volunteer group</i>: help chef to supervise corporate volunteers to complete all duties. • <i>Cleaning</i>: help chef and all kitchen staff to tidy and clean kitchen before finishing the shift <p>Other tasks as required</p>
<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>		

WORK SCHEDULE

- Starting time: 8:00am or 10:00am (Breakfast /Lunch)
- Finishing time: 10:00am or 2:30pm (Breakfast/lunch)

8:00am – 8:05am	Sign in and prepare for work
8:05am	Report to the chef and take briefing on requirements to assist the chef
8.05am-10:00am	Assist in meal preparation
10:00am – 10:15am	Take a break (double shift) or sign off (if only morning shift)
10:15am – 10:30am	Return to kitchen and assist chef to setup for corporate volunteer group and the lunch preparation.
10:30am – 1:00pm	Assist chef to organize corporate volunteers to do preparation or kitchen duties as required
1:00pm – 1:30pm	Lunch break
1:30pm – 2:30pm	Return to kitchen and assist chef to organize corporate volunteers to finish all work assignments, cleaning of kitchen, re-stocking cool room.
2:30pm	Sign off

VOLUNTEER UNIFORM REQUIREMENTS

All Catering Assistant 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 Volunteer Position Description and have read and understood its contents.

Volunteer Name

Date

Volunteer Signature

Date

Supervisor's Signature

Date