

## VOLUNTEER POSITION DESCRIPTION

Kitchen Volunteer - Role Outline	
<b>Name of Area</b>	Kitchen - Meal Centre
<b>Purpose of the role</b>	<p>To assist in ensuring the breakfast or lunch service runs smoothly. The Meal Service is usually the first point of contact people have with the Centre and therefore acts as a gateway to link people into a range of other services.</p> <p>In addition to coming for a meal, the Meal Centre provides isolated people with an opportunity to meet with others, develop friendships, social networks and a sense of connectedness to a community.</p>
<b>Location</b>	Hutt St Centre Meal Centre – 258 Hutt Street Adelaide
<b>Role supervised by</b>	Weekdays - Meal Centre Chef Saturdays- WBC Staff and Saturday Volunteer Team Leader
<b>Role Schedule</b>	<p>Available Shifts include:</p> <ul style="list-style-type: none"> <li>• Weekday Breakfast 6.45am – 8.30am</li> <li>• Weekday Prep Shift 9am – 11am</li> <li>• Weekday Lunch 11am – 1pm</li> <li>• Saturdays and public holidays Breakfast 6:45am – 9am</li> </ul>
<b>Time Commitment</b>	Minimum one shift/month for 12 months, weekly is preferable for service continuity
<b>Dress code</b>	Casual pants, supplied volunteer polo shirt & lanyard, flat closed-in shoes. Long hair tied back with no dangly jewelry - an apron is provided.
<b>Key Duties</b>	<p><i>Main duties include:</i></p> <ul style="list-style-type: none"> <li>• Assist in the preparation &amp; service of meals</li> <li>• Uphold hygiene and food safety standards</li> <li>• Ensure friendly and respectful communication to attendees</li> <li>• Collect &amp; clean crockery, cutlery, cooking equipment and bench tops</li> <li>• Prepare and distribute take away food or packed lunches</li> </ul>
<b>Physical Requirements for Non-Prep Shifts</b>	<p><i>Breakfast and Lunch Shifts require volunteers to:</i></p> <ul style="list-style-type: none"> <li>• Navigate a noisy, confined and high traffic kitchen environment</li> <li>• Have the fitness and mobility to remain on your feet for the shift</li> <li>• Be able to lift, carry and stack large kitchen plates or pots and pans</li> </ul>
<b>Desired Skills, Knowledge and Experience</b>	<p><i>The following are desired:</i></p> <ul style="list-style-type: none"> <li>• Experience preparing or serving food in a busy kitchen environment</li> <li>• High level of Customer Service skills</li> <li>• Ability to work well in a team</li> </ul>

General Hutt St Centre Volunteer Requirements	
<b>Our Purpose</b>	Hutt St Centre's vision is an end to homelessness. Our mission is to advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homefulness.
<b>Organisational Expectations</b>	<ul style="list-style-type: none"> <li>• Treat all clients, staff, and volunteers with dignity and respect</li> <li>• Uphold confidentiality, professional boundaries, privacy, and ethical standards</li> <li>• Commit to safe, inclusive, and respectful volunteering</li> <li>• Reliability and ability to demonstrate initiative</li> <li>• Good communication and listening skills</li> <li>• Willingness to learn, participate and work in a team</li> <li>• Commitment to the principles of client wellbeing</li> </ul>

<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure you sign in and out of your shift</li> <li>• Comply with all policies, procedures and instructions in relation to work, health and safety (WHS)</li> <li>• Keep your work area free of hazards and follow all reasonable directions by your supervisor</li> <li>• Report all hazards or incidents to your supervisor as soon as reasonable</li> </ul>
<b>Volunteer Requirements</b>	<ul style="list-style-type: none"> <li>• A satisfactory National Police Check</li> <li>• A satisfactory DHS Working with Children Check</li> <li>• Satisfactory Reference Check</li> <li>• Completion of Hutt St Centre volunteer online induction.</li> <li>• Signed Code of Conduct</li> <li>• Comply with all relevant Hutt St Centre Policies and Procedures, specifically in regards to work, health and safety (WHS).</li> <li>• Operate in accordance with Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan</li> </ul>
<b>Volunteer Rights</b>	<ul style="list-style-type: none"> <li>• To be treated with respect and valued for your contribution</li> <li>• To receive appropriate training and supervision</li> <li>• To have a safe working environment</li> <li>• To decline shifts or withdraw from the role</li> </ul>
<b>Alignment to National Standards for Volunteer Involvement</b>	Hutt St Centre is committed to ensuring our volunteer management Practices are aligned to the National Standards for Volunteer Involvement (2022). These standards are Australia's best-practice framework for effectively engaging and supporting volunteers to ensure that volunteer involvement is safe, meaningful, well-managed, and inclusive.
<b>Valuing Inclusion and Role Modifications</b>	<ul style="list-style-type: none"> <li>• We are committed to creating an inclusive and welcoming environment for all volunteers, including people of diverse backgrounds, cultures, abilities, genders, and life experiences</li> <li>• We will make reasonable adjustments to this role where possible to support individual needs. This may include modifying tasks, adjusting time commitments, providing alternative formats for training and communication</li> <li>• If you have specific requirements to support your participation, please feel welcome to discuss them during the application or onboarding process. We are committed to working with you to enable meaningful and accessible volunteer involvement</li> </ul>
<b>Better Impact</b>	<ul style="list-style-type: none"> <li>• We use Better Impact as our Volunteer Management software to support our onboarding, communication and rostering. Volunteers are requested to sign up to the platform and download the MyImpact App upon commencement - training and support available upon request</li> </ul>
<b>Support Provided</b>	<ul style="list-style-type: none"> <li>• Supervision and role training by staff supervisor</li> <li>• 1:1 support with an experienced volunteer</li> <li>• Phone and face to face support from People and Culture Team</li> <li>• Employee Assistance Program (EAP) – free confidential counselling</li> <li>• Additional development opportunities in Mental Health Awareness, De-escalation, Cultural Awareness etc</li> </ul>

I have read, understood and agree to the requirements outlined in this volunteer position description.

---

Volunteer's Name

---

**Volunteer's Signature**

Page 1