

Volunteer role description



Red Cross acknowledges
the Traditional Owners
of this land, their ancestors
and Elders, past and present.

the
power of
humanity



Lead Volunteer - Food Pantry

Department	Migration Support Programs
Availability	Thursdays and one half day
Location	North Melbourne
Category	Working in our Services and Programs

Building an inclusive, diverse and active humanitarian movement based on voluntary service

Role purpose

The Emergency Relief Food Pantry Lead Volunteer role aims to alleviate barriers to accessing healthy food experienced by vulnerable people living in the local community.

The Lead Volunteer will oversee a volunteer team of Food Pantry food collection, packers and drivers and coordinate the collection of food perishable and non-perishable items from our supplier, the delivery of them back to the office and the packing of them into individual food packages for our clients.

Role responsibilities

- Coordinate and oversee the collection of food from local food donation organisations and deliver to the office (using your own car, petrol costs will be reimbursed)
- Coordinate and oversee the packing of food items into individual boxes for our clients living in the local community
- Coordinate and oversee volunteer delivery drivers to ensure the food packs reach the correct destinations
- Oversee and coordinate data collection for statistics and advocacy
- Ability to lift up to 15 kilogram food packs and follow safe manual handling practices
- Monitor food product 'used by dates', 'best before dates' and food quality
- Work as part of a friendly team of staff and volunteers
- Be reliable and punctual to ensure the consistent delivery of the service
- Ensure Red Cross staff are informed of any issues or changes of availability in a timely manner
- Liaise with Red Cross People, including other staff, volunteers and members as needed
- Participate in team meetings and training when required
- Monitoring stock and ordering food items each week
- Organising and maintaining Excel spreadsheet for client orders and for reporting purposes

Knowledge, skills and experience

- Comfortable speaking on the phone with a broad range of culturally diverse clients
- Show empathy for the mature aged, disadvantaged and socially isolated clients
- At ease working independently or as part of a team to share the workload
- Admin skills and knowledge of Microsoft Office including email
- Experience working in customer service, call centres, aged care or clients with disabilities
- Experience of working with Excel spreadsheets
- Experience of working in logistics and distribution

Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
- Working with Children's Check relevant to your state / territory location

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required

General conditions

We act always in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement

Humanity

Impartiality

Neutrality

Independence

Voluntary Service

Unity

Universality
