Campus Food Bank
Volunteer Position Description

Overview:
The SU Campus Food Bank (CFB) aims to provide seven (7) day emergency relief to the campus community. These include undergraduate, ESL, and graduate students, staff members, and alumni up to two years after graduation. The hampers provided by the CFB strives to adhere to the nutritional guidelines provided by the Canada Food Guide. The CFB hamper includes fresh and frozen vegetables, meat, dairy, eggs, etc.

The main responsibility of CFB volunteer is to assist in the daily and successful operation of the Campus Food Bank.

Location:
Student’s Union Volunteer Services Office (MSC 225)

Commitment:
• Minimum time commitment of two (2) hours a week from September to April
  o Differently schedule shifts will be made over exams and reading breaks. Volunteers must commit a minimum of two (2) hours during these periods.
• Required to attend training sessions
• Participation in one event per semester during the academic year is required as well as participation in all CFB programming including, but not limited to, Good Food Box, Holiday Hampers, and Adopt-A-Family
• Required to read, understand, and respond to email communication

Responsibilities:
• Educating clients about the Policies and Procedures of the CFB and ensuring that they adhere to our mandate
• Must be able to assertively handle difficult situations
• Must understand and follow Policies and Procedures
• Assist in the daily operations of the food bank, which include but are not limited to:
  o Preparing and handling hampers
  o Breaking-down bulk foods
  o Inventory tracking
  o Maintaining the cleanliness of the work and kitchen area
  o Receiving, recording, and acknowledging donations
  o Answering CFB phone calls
• Responsible for interviewing clients professionally and objectively
• Educating clients about the Policies and Procedures of the CFB and ensuring that they adhere to our mandate
• Behave in a professional manner. This includes:
  o Being respectful and polite to all guests, volunteers and staff members.
  o Refraining from having visitors and using my cell phone and other social tools that compromise my professionalism and productivity.
- Treat my leadership volunteer position with the same amount of diligence and accountability as a paid position
  - Respond to email communication from coordinators promptly within two (2) business days.
    - Email will be used to make important announcements (e.g. office closures and communicate other important information e.g. policies and procedures changes)

**Benefits:**
- Foster professional attitude with respect to client relations and sensitive information
- Development and enhancement of conflict resolution skills
- Learning how a non-profit organization operates
- Enhancing interpersonal skills through interaction with clients and other volunteers
- Experience with fundraising events