



Volunteer Job Description

Hospitality – General

About The Mustard Seed

The Mustard Seed is a non-profit organization devoted to fighting hunger and restoring faith in Greater Victoria. We provide many crucial services for people in need. From food to friendship, we aim to meet the physical, relational, and spiritual needs of the whole person. Our operations are nearly 100 percent community funded; these include the region's largest and most accessible Food Bank, the Food Security Distribution Centre serving 60+ organizations in the capital region, Family back-to-school and Christmas supports, Hospitality programs, services at Hope Farm Healing Centre as well as Church services.

Job Summary

The Mustard Seed's hospitality volunteers work on the frontlines of community outreach. They are the individuals who are directly interacting with the people we serve, providing bread, pastries, coffee and other drinks, and hot lunches to hungry people every day. As a general hospitality volunteer, your job is extremely flexible and changes from one day to the next based on the needs and situations presented within the given day. The general hospitality volunteer acts as an assistant to the hospitality management team and can help out as needed with tasks in any of the four hospitality stations (the boutique, coffee window, kitchen, and laundry area).

Key Responsibilities

- Transporting supplies from vehicles into various parts of the offices
- Communicating instructions or other information from one part of the hospitality team to another
- Basic cleaning (sweeping, mopping, etc.) as necessary
- Basic food preparation (chopping vegetables, etc.)
- Assembling salads & sandwiches
- Plating hot food for service
- Moving laundry
- Tidying
- Laundering used clothing donated to the Mustard Seed's boutique
- Possibility of folding clean laundry
- Sorting, hanging and organizing clothing
- Handing out clothing to clients & discussing their clothing needs one-on-one
- Maintaining & organizing storage spaces
- Setting up the serving station with food & beverages before service begins
- Making & serving coffee and serving food to community members
- Welcoming community members and being a friendly face & a source of connection

Required Training/Skills

- Acceptable criminal record check
- Ability & willingness to stand and walk for long periods of time

- Must be consistent & reliable
- Must be patient & non-judgmental
- Must be flexible and able to prioritize tasks
- Must have good communication skills & be willing to ask for help when needed
- Must be able to work well as part of a team
- Must be comfortable interacting with the street community

Benefits

- Positive community impact
- Social connection & a sense of being part of a community
- The knowledge that you are helping to provide a solution for local food insecurity
- Interaction with people of all different walks of life
- Potentially expanded capacity for empathy
- Lunch provided by the Mustard Seed's own chef

Reporting to: Melanie Ihmels & Jennifer Sharlow

Length of Commitment: Minimum of 6 months

Probationary Period: 2 shifts

Hours: one shift per week, between 8:00am-3:00pm Mon-Fri with some flexibility

Location: 625 Queens Ave, Victoria BC

Position Created On:

For more information contact:

Claudia Rezende – Volunteer Manager

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www.mustardseed.ca