



Volunteer Job Description

Hospitality - Coffee Window

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 well as operating our clothing boutique and our brand-new laundry facilities. Just as important as the food we serve is the connection we provide: many people come back to the Seed for lunch and a warm drink every day, and providing a smile and a genuine conversation is paramount. Yours might be the only kind face that person sees today. The duties of the coffee window volunteer are ostensibly very simple, but they are vital within both the Seed and the community.

Key Responsibilities

- 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 comfortable interacting with people
- Must be patient & non-judgmental
- Must be able to work independently with little direction, while also being receptive & understanding of directions when given
- Must be flexible and able to prioritize tasks
- Must have good communication skills

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
- Experience interacting with people of all different walks of life
- Potentially expanded capacity for empathy
- Lunch provided by the Mustard Seed's own chef

Reporting to: Hospitality Managers

Length of Commitment: Minimum of 6 months

Probationary Period: 3 months

Hours: one shift per week, from 8:30am-1:30pm Mon-Fri with some flexibility

Location: 625 Queens Ave, Victoria

Position Created On:

For more information contact:

Samuel Martel – Volunteer Manager

Volunteer@mustardseed.ca 778-677-2302

www.mustardseed.ca