



Volunteer Job Description

Market - Guest Services Intake Desk Attendant

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

Guest services volunteers are essential for the continued operation of the Mustard Seed's food bank. The volunteers in guest services are the first to welcome members of the community into the Mustard Seed, and it is important for volunteers to be kind, inviting, and nonjudgmental. For many guests, especially those using the food bank service for the first time, it can be a vulnerable and emotional experience. The intake desk attendant is there to make the guest feel comfortable and to make their visit, whether it is their first or their hundredth, go smoothly. The volunteer enters the guest's information into the computer to either sign them up or confirm that they are eligible to go through the Market Place, as well as checking whether the guest has access to cooking facilities as this impacts the services they may access. It is important for volunteers to respect and maintain confidentiality regarding clients' personal information acquired during intake. They are also responsible for distributing things like bus passes and personal hygiene items like toothpaste and deodorant, when available.

Key Responsibilities

- Greeting & being friendly with clients as they arrive
- Checking IDs
- Checking whether clients & their families are eligible for services
- Inputting client information into computer system for records keeping
- Offering personal hygiene items & some clothing items to clients when available

Required Training/Skills

- Acceptable criminal record check
- Must have excellent communication skills
- Must have excellent command of English language

- Must be comfortable interacting and connecting with people from all walks of life
- Must be comfortable with the possibility of conflict
- Must be good at working within a team
- Must be open minded and nonjudgmental
- Must have good attention to detail
- Should have some de-escalation skills
- Basic data entry experience would be beneficial
- Experience using simple computer programs

Benefits

- Directly assist individuals in need by ensuring they receive essential food and hygiene items.
- Enhance communication, data entry, attention to detail, and de-escalation skills.
- Work closely with staff and volunteers to provide seamless support to guests.
- Gain experience handling sensitive information in a respectful and professional manner.
- Make a difference by creating a welcoming and supportive environment for those accessing services.
- Lunch provided by The Mustard Seed's own chef

Reporting to: Market Support Worker

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