



Volunteer Job Description

Market Place – Market Service

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 Market Place at the Mustard Seed is not like other food banks. At the Market Place, food insecure individuals get to select from a wide variety of food items to fill their bags and feed their families. Market Service volunteers interact directly with Market Place guests, assisting them with selecting their groceries in a friendly and efficient manner. As there are many people waiting to use these services, it is important that volunteers make an effort to move people through the line as quickly as possible whilst also avoiding rushing our guests. Based on the size of their household, each guest will be given a card designating how much food they may receive, and part of the volunteer's job is to keep that information in mind through the selection process, keeping the guest informed about which and how many items they may select.

Key Responsibilities

- Keeping shelves within the service area stocked & maintained
- Communicating effectively with guests (some of whom do not speak English)
- Helping guests select goods in accordance with their needs

Required Training/Skills

- Ability & willingness to stand and walk for long periods of time
- Ability to perform repetitive movements
- Ability to multi-task
- Ability to lift at least 25lbs
- Must be consistent & reliable
- Must be comfortable in a fast-paced and demanding environment
- Must have good communication skills (verbal and non-verbal)
- Acceptable criminal record check

Benefits

- Help food-insecure individuals access nutritious food in a dignified way.
- Improve communication, multitasking, and organizational skills in a fast-paced environment.
- Engage with diverse community members and work alongside other volunteers.

- Gain practical experience in food distribution, customer service, and community outreach.
- Make a meaningful difference by ensuring families receive the food they need.
- Lunch provided by 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, 8:45am-1:00pm Mon-Fri

Location: 625 Queens Ave, Victoria BC

Position Created On:

For more information contact:

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www.mustardseed.ca