



Volunteer Position Title: Refreshment Cart Volunteer

Date Originally Issued:

Date Revised:

Date Reviewed:

**Role:**

This opportunity will provide helpful, supportive and friendly assistance to the visitors and clients at Grand River Community Health Centre.

**Responsibilities Include:**

The Refreshment Cart Volunteer will:

- Stock the refreshment cart using the list of supplies provided.
- Set up the cart outside the main doors of GRCHC (11:00 – 1:00 - June-Sept) and indoors at screening desk (Oct – May, snack bags are handed out all day upon request).
- Post the laminated sign of the snack to be served daily on the entry door which follows the monthly snack schedule.
- Take any baked goods out of the freezer in the morning to be served at 2:00 pm (Oct – May).
- If you are working a full day shift. Prepare the daily snack at 1:00 p.m. Fill coffee urn with water, organize paper cups, gather supplies, etc. If you are working a half day a staff will assist in preparing the snack.
- Ensure all COVID-19 safety protocols are followed when engaging with clients.
- From Oct – May the refreshment cart is indoors. Meet clients at the main door and bring their refreshments to them.
- Encourage clients to take the daily snack (soup/baked good/oatmeal/hot beverage) and/or a snack bag.
- Provide information on local resources (aka food bank) and provide conversation as needed.
- Clean up area around cart and return to the kitchen.
- Stock cart for the next day.

**You are...**

- Welcoming and engaging nature
- Passionate about providing great customer service
- Ability to work independently
- Reliable and compassionate
- Service orientated

**Time Commitment:**

- 1 day/week
- 2-hour shift
- minimum 6-month term

**Requirements and qualifications:**

- cultural sensitivity and comfortable with our priority groups
- patience, reliable and a genuine interest in the wellbeing of others
- completion of health screening requirements of centre



copy to file  
copy to volunteer

- volunteer information filed and entered into database/software

Follow-up:

- within 3 months  
Date: \_\_\_\_\_
- at one year  
Date: \_\_\_\_\_