



Volunteer Position Description
Out-of-the-Cold Program - Community Work

PURPOSE: To serve hot beverages and snacks to community residents during the winter months.

SKILLS / QUALIFICATIONS:

- Good customer service and interpersonal skills.
- Ability to make coffee, tea
- Ability to set up/clean up table for service
- Ability to follow procedures for cleanliness and sanitation.

REPORTS TO: Laura Mckim, Community Hub Coordinator.

DESIRABLE CHARACTERISTICS: This position requires an individual who is friendly, patient, compassionate, self-motivated, enjoys helping people, and possesses excellent customer service skills.

RESPONSIBILITIES:

- Make coffee and tea
- Set up snacks station
- Serve snacks and interact with clients
- Keep café area clean and tidy
- Clean up and put everything away and close Cafe.

LOCATION: The Hub, 2660 Eglinton Avenue East, Scarborough, ON, M1K 2S3

ORIENTATION & TRAINING: Training provided by the Hub Coordinator. Must attend a volunteer Orientation and Training provided by Coordinator of Volunteers.

TIME COMMITMENT: 3 to 4 hours each morning (8:00 or 8:30 am start-time).
Clients are served between 9-11am, Monday to Friday.

BENEFITS: Volunteers will gain valuable experience working with the community, providing customer service and through working within a team. Volunteers will gain knowledge about community services and programs, how a community center functions and information about Safe Food Handling.