

Title: Food Bank Volunteer- Greeter & Client Support

Program: Food Bank

Department: Community Health Services

Locations:

- **Foster Farm Family House, units 332 & 334, 1085 Ramsey Crescent, Ottawa, ON K2B 7Z8**
- **Morrison Gardens Community House, 985-A Morrison Dr., Ottawa, ON K2H 7L1**
- **Pinecrest Terrace Community House, 2483B Iris Street, Ottawa, On K2C 2Z1**

Reports to: Food Bank Supervisor

Status: Part-time

Hours: 3-5 Hours per week



Who we are

Pinecrest-Queensway Community Health Centre (PQCHC) is a community benefit organization providing comprehensive primary healthcare and innovative community programming through our multiple service locations in Western Ottawa and through our regional programming. At PQ, we strive to meet the needs of the diverse communities we serve. We work in partnership with individuals, families, and community to achieve their full potential, paying particular attention to those who are most vulnerable and at risk.

Volunteers

At PQCHC, volunteers and staff are considered partners and work in collaboration to uphold the Centre's principles, values, and mission. They contribute unique knowledge; experiences and skills that help PQCHC to better connect with Ottawa's west end community, reflect its diversity and serve its specific needs.

Food Banks

PQCHC runs three food banks in the West-end of Ottawa, Foster Farm Food Bank, Morrison Gardens Food Bank, and Pinecrest-Terrace Food Bank. Each of these Food Banks are housed in a Community House. A Community House is 1-2 units within an Ottawa Community Housing (OCH) neighborhood dedicated to providing services and programs for residents and individuals within the catchment. The Community Houses are generally open from 9 am to 8 pm, 5 days a week. They are closed on public holidays and two weeks during the Christmas break.

Volunteer Summary

The food bank volunteer-Greeter & Client Support is responsible for welcoming clients as they wait for their food order. They will share information about upcoming events and activities as well as services and programs at PQCHC. They will also help build hampers and do basic cleaning.

Responsibilities

- Speaking with clients in a non-judgmental manner and empathetically listening to their opinions and concerns
- Being up to date on services and programs at PQCHC and the Community House
- When needed, giving out surveys to clients for completion
- Sharing any positive or negative feedback from clients with PQCHC staff
- Basic data collection- writing down comments, feedback, and numbers
- Making coffee and tea for clients (if needed)
- Cleaning and organizing the food bank
- Additional assigned tasks

Qualifications

- People person who enjoys getting to know others
- Active listening skills and an empathetic ear
- Able to work effectively in a team
- Able to work with a diverse group of individuals
- Desire for continuous learning an asset
- Basic knowledge of evaluation an asset
- Must follow directions of Food Bank staff
- English essential, other languages are an asset

If you are interested in volunteering with Pinecrest-Queensway Community Health Centre (PQCHC) in this position, please go to the following link <https://www.pqchc.com/volunteer> and click on the button “Expression of Interest”. It will take you to a form to complete.

If you live in one of the Ottawa Community Housing Neighborhoods (OCH) that PQCHC serves, you may reach out to PQCHC staff at your local Community House (Foster Farm, Michele Heights, Morrison Gardens, Pinecrest Terrace, or Winthrop Court). They will help you fill out the form.

All volunteers must go through screening, onboarding, and training through Human Resources (HR). A Police Records Check (level 1) is required for volunteering with PQCHC. HR can provide a letter.

PQCHC is an equal opportunity employer and values diversity in its workforce. If at any stage in the selection process you require accommodation due to a disability, please let us know the nature of the required accommodation.