

Position Description

Position:	Foodbank Volunteer
Supervisor:	Community Food Services Team Leader
Location:	Based at ASRC Dandenong
Time Commitment & Availability:	Typical commitment is 1 shift per week for a minimum of 6 months, with some flexibility. Shifts are currently available on Monday, Tuesday and Thursday from 10am–3:30pm. There are no shifts outside of business hours.

Position Purpose

Foodbank Volunteers play a central role in ensuring people seeking asylum who use our services can access essential food and groceries in a welcoming, dignified and culturally respectful environment. Working collaboratively with staff and fellow volunteers, Foodbank Volunteers help to sort, pack and display food items, support members as they shop, and contribute to a safe, organised and inclusive environment.

About the Program: Community Food Program

The Community Food Program is powered by more than 100 volunteers who ensure people seeking asylum have equitable access to nutritious and culturally familiar food. The program includes two core areas: Foodbank and the Community Kitchen.

This role is part of the Foodbank team at ASRC Dandenong. Foodbank operates as a retail-style and choice-based space where members select their own groceries and essentials. Volunteers work collaboratively to provide a welcoming, dignified experience through customer service, stock management and maintaining an organised, accessible environment.

Organisational context

The Asylum Seeker Resource Centre (ASRC) is Australia's largest independent organization providing aid, employment, health services and advocacy for people seeking asylum. Powered by over 500 volunteers and 200 staff, we create welcoming and inclusive environments. Our organisational values are **Welcoming, Authentic, Courageous** and **Collaborative**.

Key Responsibilities

- Welcoming and engaging members as they enter the Foodbank
- Assisting members while shopping and providing excellent customer service
- Replenishing shelves and maintaining a clean, organised retail-style environment
- Packing bulk goods into smaller bags
- Sorting fresh fruit, vegetables and non-perishable items
- Assisting with safe unloading, lifting, carrying and storing food donations
- Receiving donations, welcoming donors and recording items
- Maintaining accurate records using the database
- Working cooperatively within a diverse volunteer team
- Interacting calmly and respectfully with members, volunteers and staff at all times

Please note: This is a physically active role involving regular lifting (up to 15kg) and handling significant volumes of stock.

What We're Looking For

Physical Requirements:

- Lift and carry up to 15kg safely
- Comfortable on your feet for the duration of the shift
- Repetitive manual handling including unloading vans and moving stock
- Continuous movement such as standing, bending and reaching
- Sort and stack donated stock in a fast-paced environment
- Follow safe manual handling and WHS procedures
- Work collaboratively during physically demanding tasks

Essential:

- Positive, respectful and cooperative attitude
- Ability to meet the physical requirements of the role
- Reliability and commitment to attending weekly shifts
- Willingness to follow Foodbank processes and procedures
- Ability to work well in a team and take direction from staff
- Alignment with ASRC values and commitment to the rights and dignity of people seeking asylum
- Reliability and consistency in attending agreed shifts

Desirable:

- Ability to drive the ASRC van (full licence) is helpful but not essential
- Experience in customer service, retail, warehouse or food handling
- Lived experience as a person seeking asylum, or from a refugee background

- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

ASRC values lived experience, passion and commitment to justice and human rights for people seeking asylum over formal qualifications. You are encouraged to apply even if you do not meet every criterion.

Compliance:

Before commencing with ASRC you will be required to complete the following:

- Police Check
- Working with Children Check
- Volunteer Agreement
- Volunteer Training
- 3-Month Review Period