

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER ROLE TITLE	Union Mart Attendant Volunteer
SUPERVISION /SUPPORT	Union Mart Director

ROLE PURPOSE
<p>Volunteers play an important role helping UMSU to achieve its purpose and provide valuable support across many areas of the organisation. Union Mart is based on a ‘take what you need, give what you can’ philosophy, the purpose is to make food available to those students experiencing hardship. Union Mart Attendant Volunteers contribute to the success of Union Mart by assisting and serving customers and maintaining stock levels. Union Mart relies on the support of volunteers and without them Union Mart would not be possible.</p>

Our Vision
To connect with every student, elevate their voices and provide them with an unforgettable university experience.
Our Purpose
We enhance student life at the University of Melbourne by elevating and representing student voices through purposeful engagement and advocacy and providing exceptional programs, services and opportunities that champion inclusivity and accessibility.
Values
<ul style="list-style-type: none"> • Student Led & Focused • Effective & Engaged • Inclusive & Connected • Accountable, Transparent & Responsive

ROLE OVERVIEW	
Commitment	<ul style="list-style-type: none"> • One or more three-hour shift a week on a weekday in term time between 11am and 3.30pm • Ten-minute debrief after each shift
Team	Union Mart
Department	UMSU Welfare Department
Location	Building 1888

ROLE OVERVIEW

<p>Key responsibilities</p>	<p>Assisting and serving customers</p> <ul style="list-style-type: none"> • To ensure each visitor to Union Mart receives a warm and friendly welcome on arrival • Ensure the Union Mart Space is a safe space for students experiencing emotional, personal or social issues to access the program • Actively discourage discrimination, harassment and bullying of any kind, including homophobia, transphobia, racism, ableism, and sexual harassment • Refer students to Welfare Office bearers as needed • Provide customer-facing service to students seeking support • Liaise with the Union Mart Director and Welfare Office Bearers regarding student-specific welfare concerns • Provide students with a positive experience which is nonjudgmental and respectful • View student ID • Record student numbers • Track items taken • Assist customers with bagging items • Directing students to complete customer satisfaction survey <p>Maintaining stock levels</p> <ul style="list-style-type: none"> • Manage stock audits • Ensure safe storage of items • Restock of Union Mart goods • Create displays • Work to create a clean, safe, inviting and attractive Union Mart store appearance <p>General</p> <ul style="list-style-type: none"> • Notify the Union Mart Director of any changes to availability to attend rostered shifts • Notify the Union Mart Director of any changes to personal circumstances which will impact the ability to perform the role
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ROLE OVERVIEW	
Skills and attributes	<p>Essential</p> <ul style="list-style-type: none"> Highly developed organisational and problem-solving and skills Excellent communication, active listening, and interpersonal skills The ability to work under pressure in a team environment Demonstrates initiative and motivation Excellent attention to detail Maintains an open approachable manner and treats others with respect, and compassion Ability and willingness to learn and accurately follow all relevant processes and procedures Committed, reliable and punctual Ability to maintain professional boundaries Demonstrates self-awareness and takes responsibility for own actions and behaviour and how this impacts others
Application process and requirements	<ul style="list-style-type: none"> Minimum age 18 Complete a volunteer application form Complete online DoFoodSafely course Hold a current and valid Working with Children Check Attend an induction
Benefits	<ul style="list-style-type: none"> Gain skills and experience in customer service Meet and get to know other volunteers and staff, including at social events Access training and development opportunities Obtain DoFoodSafely certification Knowledge that you are making a difference and contributing to the wider student community

VOLUNTEER AGREEMENT

I agree that I have read, understood, and accept the duties, responsibilities and required attributes of this volunteer position.

SIGNED BY VOLUNTEER

..... Date:

SIGNED BY SUPERVISOR

..... Date:

Role Description last reviewed: December 2022