

Volunteer Information Packet

Community Kitchen and Pantry



Thank you for your interest in volunteering
with Caritas of Austin!

Volunteer Service Description

Title: Community Kitchen Volunteer

Time Commitment: Monday – Friday, 9:00am – 1:30pm

Job Function: The Community Kitchen Volunteer will prepare meal items, serve lunch, and clean the kitchen and dining areas. Community Kitchen Volunteers are expected to behave in a positive, kind, and respectful manner towards all staff, volunteers and clients.

Punctuality and Dependability: Report to the Community Kitchen for volunteer assignment in a dependable, reliable, and timely manner, as assigned. Should an emergency arise, notify the Volunteer Coordinator or Kitchen Staff as soon as possible so attempts can be made to fill your vacancy and lunch can be served.

Dress Code: Caritas requires volunteers working in the Kitchen be suitably attired. Jeans and t-shirts are fine. We require closed-toed shoes, no sandals or flip-flops. We realize that summers in Austin are hot, but our minimum clothing requirements dictate that any shorts worn must be just above the knee or the standard walking shorts. No short-shorts or tank tops are allowed and volunteers who come dressed unsuitably will be required to change clothes before being allowed to volunteer in the Kitchen. Long hair must be secured away from food tied up or back or in a cap.

Health Code: As is the case with any food-serving establishment, the Caritas Community Kitchen must adhere to all Health Department regulations. It is therefore not a request, but a requirement from which there can be no deviation and must be complied with, that every volunteer must wash their hands at the beginning of their shift and after each contact with non-food items, wear an apron and disposable gloves. Before using the restroom, hang your apron on the hooks provided and wash your hands again and re-glove. Eating and/or drinking is not allowed while preparing and serving food. Failure to adhere to all Health Department regulations is grounds for immediate dismissal.

Role Clarification: It is the sole discretion of the kitchen staff to determine meal contents and method of serving. The role of all Kitchen volunteers is to assist staff in the manner directed in the preparation, service and cleanup of the meal. Kitchen volunteers are trained and directed by kitchen staff.

Minimum Age Requirement: To volunteer in the Community Kitchen, the minimum age requirement is over 12 years of age.

Duties and Responsibilities

- Report for duty in a dependable and timely manner.
- Wear apron and gloves when preparing food
- Prepare lunch as directed by staff
- Serve cafeteria-style lunch
- Properly clean kitchen and put away remaining food for the next meal
- Properly clean dining area
- Maintain a friendly and positive attitude
- Treat everyone (staff, volunteers, and clients) with dignity and respect
- Be flexible; adapt to change, as needed
- Adhere to all health and safety regulations, including washing your hands and always wear gloves when working with food
- Adhere to the dress code detailed above

Knowledge/Skills/Abilities

- Work well as part of a team
- Serve quality meals to those in need in a respectful manner
- Work in a fast-paced environment, with a spirit of cooperation
- Endure standing for an extended period of time
- Follow direction from kitchen staff

Orientation/Training Required

- Caritas application, interview and orientation conducted by the Volunteer Coordinator
- Training for this position is on-the-job and will be provided by the Kitchen Staff
- Supervision is provided by the Kitchen Staff

Food Services Sanitation Policy

Caritas of Austin is committed to providing food services in a clean and healthy environment that meets the standards of our local Health Department. All Food Services staff and volunteers are expected to adhere to the following measures so that we can remain in compliance with sanitation regulations:

All volunteers are required to:

- Wash your hands
 - ...before working in the kitchen.
 - ...if you change your task.

- ...after using the restroom.
- Wear gloves while handling all food items.
- Wear an apron to protect your clothes.
- Not eat or drink the ingredients for the community meal.
- Cover all food or drink (i.e. your personal coffee or snack) and keep it in the volunteer area only
- Be mindful of changing gloves after switching tasks (cleaning, meat prep, food prep, etc.)
 - When switching tasks...
 - Remove and dispose of original gloves
 - Wash your hands
 - Put on fresh gloves

Uncertain about whether you are following guidelines when volunteering in the Kitchen? Ask Kitchen Staff for advice on all appropriate procedures.

Volunteer Agreement

I understand the following statements and agree to abide by them:

- I state that I have not been the recipient of any Caritas of Austin services within the past year.
- All items purchased by or donated to Caritas of Austin are for the organization's use in the service of clients.
- During the course of our assignment with Caritas of Austin, I may be exposed to substantial and significant confidential information of the organization, as well as donors, vendors, clients, and employees of Caritas of Austin. I agree that during our period of service, and following termination of our period of service, I will not divulge, reveal, nor impart to any person whatsoever any of the confidential information which I have learned or acquired while volunteering for Caritas of Austin.
- Caritas of Austin is committed to providing a workplace free from the harmful effects of drug and alcohol abuse. The Drug-Free Workplace Policy is designed to facilitate our efforts to provide such an environment. The use, sale, possession, distribution, dispensation, manufacture or transfer of illegal drugs or alcohol on Caritas of Austin property or on Caritas of Austin time is strictly prohibited and will result in immediate dismissal.