

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

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

**LOCATION:** The Hub, 2660 Eglinton Ave. East (at Brimly Rd.) Scarborough, ON, M1K 2S3

**TIME COMMITMENT:** 3 to 4 hours each morning (8:30 am start-time).  
Clients are served 3 mornings, Mondays, Wednesdays and Fridays.

**REPORTS TO:** Community Hub Coordinator and Hub Reception staff

**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.
- Prefer someone with Safe Food Handler certificate but not mandatory

**DESIRABLE CHARACTERISTICS:** This position requires an individual who is friendly, patient, enjoys helping people, compassionate, self-motivated, 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.

**ORIENTATION & TRAINING:** On-sight training provided by the Hub Coordinator. Must complete the online training modules assigned by the Coordinator of Volunteer Engagement.

**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.