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|--------------------------------------------------|--------------------------------------------|
| <b>Title:</b> Food Support Hub Volunteer         | <b>Reports to:</b> Wellbeing Specialist    |
| <b>Status:</b> Volunteer                         | <b>Department:</b> Wellbeing               |
| <b>Hours:</b> 1 shift/week (minimum 6 hrs/month) | <b>Description Last Amended:</b> July 2026 |

### SUMMARY

The BCIT Student Association (BCITSA) is a non-profit student service and advocacy organization with a mandate to enhance student life. The BCITSA Food Support Hub is an initiative that provides students facing food insecurity with access to a free pantry, community fridge, and community food resources. Working closely with the Wellbeing team, the Food Support Hub Volunteer is responsible for assisting with various tasks associated with the operation, maintenance, and sustainability of the Food Support Hub programming. Shift tasks can typically look different, depending on the day of the week as business needs change.

Volunteers are expected to arrive on time, stay for the duration of their shift, and provide at least 24 hours' notice if they are unable to make their shift.

### Volunteer shifts generally run the following times:

| Day of Week    | Times                                                                          | Shift Duration | Main Tasks/Duties                                                                                                                                                                                                                                                                                             |
|----------------|--------------------------------------------------------------------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Monday</b>  | <b>1:00pm – 3:00pm</b><br>*can be flexible based on volunteer's class schedule | 2 hrs          | Ensuring care, upkeep, and maintenance of Food Support Hub spaces and restocking food items in the Community Fridge.<br><br>Receiving and unpacking orders.<br><br>Setting up Prep Tables with Menu Item based on order<br><br>(See <i>Food Distribution, Inventory &amp; Maintenance, Cleaning</i> sections) |
| <b>Tuesday</b> | <b>1:00pm – 3:00pm</b><br>*can be flexible based on volunteer's class schedule | 2 hrs          | Ensuring care, upkeep, and maintenance of Food Support Hub spaces and restocking food items in the Community Fridge.<br><br>Receiving and unpacking orders.                                                                                                                                                   |

|                  |                                                                                 |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------|---------------------------------------------------------------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  |                                                                                 |         | <p>Setting up Prep Tables with Menu Item based on order.</p> <p><i>(See Food Distribution, Inventory &amp; Maintenance, Cleaning sections)</i></p>                                                                                                                                                                                                                                                                                                                                                    |
| <b>Wednesday</b> | <b>12:45pm – 3:15pm</b>                                                         | 2.5 hrs | <p>Assist with Food Pantry operations, including sign-ins or distributing items.</p> <p>Assist with set up &amp; take down of the Food Pantry.</p> <p><i>(See Interacting with Students, Staff, Stakeholders and Food Distribution sections)</i></p>                                                                                                                                                                                                                                                  |
| <b>Thursday</b>  | <b>9:30am – 12:00pm</b><br><br><b>Or</b><br><br><b>2:45pm – 5:15pm</b>          | 2.5 hrs | <p>Morning shift: Support Food Hub logistics by assisting with travelling to the food bank pickup with staff.</p> <p>Sort and distribute donated food items into the Community Fridges.</p> <p>Afternoon shift: Assist with Food Pantry operations, including sign-ins or distributing items.</p> <p>Assist with set up &amp; take down of the Food Pantry.</p> <p><i>(See Interacting with Students, Staff, Stakeholders, Food Distribution, Inventory &amp; Maintenance, Cleaning sections)</i></p> |
| <b>Friday</b>    | <b>11:00am – 1:00pm</b><br>*can be flexible based on volunteer's class schedule | 2 hrs   | <p>Ensuring care, upkeep, and maintenance of Food Support Hub spaces and restocking food items in the Community Fridges.</p> <p>Deliver food items to external BCIT departments.</p> <p>Compile Food Pantry menu data.</p> <p>Take Inventory of Food Pantry</p> <p><i>(See Food Distribution, Inventory &amp; Maintenance, Cleaning sections)</i></p>                                                                                                                                                 |

## GENERAL VOLUNTEER DUTIES

### Interacting with Students, Staff, and Stakeholders

- Understand and promote BCITSA mission and values

- Answer questions students may have about the Food Support Hub, or direct student inquiries to appropriate staff.
- Maintain a friendly and professional demeanor
- Protect the confidentiality of all participants accessing the Food Support Hub
- Report all concerns immediately

## **Food Distribution**

- Assist with weekly GVFB food bank pick-ups, including attending pick-ups with a Wellbeing staff member, loading, unloading, and delivery of food boxes (must be able to lift to 25 lbs.)
- Assist with receiving incoming food deliveries, as needed.
- Assist with setting up the space, including moving tables, food products, boxes, etc.
- Assist with restocking food products in the Community Fridge(s) and Food Pantry.
- Weigh and log the amount of food distributed through the Community Fridge(s), as needed.
- Ensure that oldest food is distributed first (FIFO), and that Best Before guidelines are adhered to
- Assist with the sharing and delivery of food to partners on campus

## **Inventory & Maintenance**

- Assist with tracking food product inventory, including weighing and logging food donations received, as needed,
- Sort through donations, evaluate, and discard appropriately, as needed
- Shelf food items in proper areas, as labeled
- Repackage items into smaller portions for distribution, as needed
- Monitor Community Fridge(s) and ensure food safe temperatures are maintained and recorded in our system
- Compiling Food Pantry menu data and creating “Snapshots” in Excel

## **Cleaning**

- Disinfect and wipe down surfaces regularly, including high touch points on the fridges, shelves, etc.
- Discarding unfit items from the fridge, and clean fridge shelves and drawers as needed based on the donation guidelines

- Empty trash, as needed
- Flattening and properly disposing cardboard to correct location
- Sweep floors, as needed
- Ensure any spills are immediately cleaned

### **Other Related Duties**

- Assist with special events and tabling, as needed
- Assist with postering and promoting Wellbeing events and services, as needed
- Understand and follow all policies and procedures
- Perform other related duties as required based on departmental needs

## **REQUIREMENTS AND ASSETS**

### **Requirements**

- Attend volunteer training/orientation, and complete all required onboarding documents
- Be able to stand for up to 2.5 hours and lift up to 25 lbs.
- Commit to a minimum of one volunteer shift per week (four volunteer shifts per month/6 hours total).
- Be punctual, dependable, and reliable
- Be reasonably accessible through phone/email
- Give at least 24 hrs notice if unable to make assigned shift

### **Assets**

- Familiarity with available community-based resources and organizations
- Food-related cultural awareness

### **Benefits of Volunteering:**

- Free coffee and tea during shift
- Paid Food Safe Level 1 certification, if not previously completed
- Opportunities to learn more about the compounding effects food insecurity has on student wellbeing

- Development of competencies, including customer service skills, communication, cultural awareness, organization and planning, and relationship building and networking
- Professional non-profit experience
- Certificate to verify completion of volunteer hours after 25 hours of service
- Reference letter after 4 months of good-standing service
- Eligibility to apply for BCITSA Awards
- Invitation to volunteer appreciation event
- Sense of community
- Meaningful contribution and impact