**St Georges Uniting Church**

Historic church building

**Pantry Meet and Greet role- Pastoral Care**

Creating a Culture of Inclusion and Understanding

**07/02/2025**

This is a high-trust Pastoral Care volunteer position according to the definition of NSW Synod of the Uniting Church. Ideally, two people would be rostered on in complementary Meet and Greet roles with at least one being a representative of the congregation.

**Essential: -**

Some experience or expertise in basic counselling or pastoral care.

Satisfactorily complete our induction relevant to this position.

Demonstrated clear understanding of our code of conduct and other policies and procedures, relating to this position.

Demonstrated clear understanding of privacy and confidentiality.

**Desirable: -**

Demonstrate willingness to be open to ongoing training and engagement with supervisors, particularly those ultimately responsible for the wellbeing and safety of all participants.

**This position involves: -**

* Providing pastoral care, a calm and listening ear and empathetic response. Be reserved with advice.
* Practice Pastoral Care conversations as opposed to friendship conversations.
* Referral to Rev Michael Palmer or to your supervisor if issues are raised which are beyond your comfort level or scope of training. Exercise self-care
* Being open to suggested subjects relevant to the ongoing training and personal development of all pantry volunteers
* Observing and assisting to provide a safe environment for customers and volunteers. Including, keeping a written record of any incidents that might threaten the safety both physical and emotional of all present.
* Being respectful and open to the interests and concerns of customers and volunteers.
* Welcoming and listening to new customers and volunteers during set-up and pantry opening hours.
* Assisting new customers to navigate the system.
* You may need to inform customers of additional supports e.g. the possibility of vouchers or take hamper requests.   
  Remember to distribute our information brochures.
* Being abreast of other services which visit our pantry or are available in the community. See additional brochures in the leaflet holder.
* Directing prospective volunteers to Pantry coordinators for further discussion.
* Please do not invite others to simply join in and volunteer if this can be achieved politely and practically. Casual/participant helper are covered by insurance but we prefer all volunteers to be approved and registered.
* Letting customers know that morning tea/lunch is available and chatting with customers especially those who may be alone. Being friendly and welcoming.
* ” Floating” inside and about the premises according to perceived need and at the request of the Pantry supervisor. `

Please familiarise yourself with other related roles especially the *Meet and Greet - Welcoming role.*  
All roles descriptions are retained as Master copies, in the kitchen filing cabinet in a red hardcover folder. These documents are also freely available as digital copies and can be emailed to you by request. Hard copies can also be provided. There is a photocopier in the hall. The link to web site copies is or at the bottom of the site <https://eden.uca.org.au/eden-community-pantry/> or search for “Eden Community Pantry”.

Pam Skelton, chairperson,

in consultation with the Garden of Eden Community Project sub-committee of Eden Uniting Church.