**St Georges Uniting Church**

Historic church building

**Pantry Meet and Greet role – Welcoming**

**07/02/2025**

Two people will be rostered on in **Meet and Greet** roles each Thursday 10am -1pm.

 The ***Meet and Greet role–Welcoming***, will be supported by a **Meet and Greet-Pastoral Carer.**

The two roles are slightly different, more is expected of a Pastoral Carer

 **Essential: -**

* You have signed up as a **Meet and Greet role–Welcoming** volunteer and someone has talked to you about the role.
* All roles are for a probation period to see if you are enjoying the role and suited to it.
* Your supervisor will check that you are following our code of conduct and are familiar with your role and the role of others about you. Sticking to your own role is important.
* You must show that you clearly understand and practice what privacy and confidentiality is and that you don’t spread information about people that is not your business or without their permission.

**Desirable: -**

* You must be willing to learn along the way and respect your supervisors.
* You will have training days from time to time so please participate- together we learn from each other how to do a better job.
* It is most important that we think about and act to protect the safety of all, including people’s mental health.
* If you are having an off-day please excuse yourself from attending and look after yourself. Your supervisor will understand and support you.
There are times when we all need a rest or a break.
* Look at the roster Monday or Tuesday and check in with the person responsible for the rostering of all Pantry volunteers if the date doesn’t suit you.

**This position involves: -**

* Welcoming the customers and showing them what to do to access the shop and to receive refreshments if desired.
* Letting customers know that morning tea/lunch is freely available and chatting with customers especially those who may be alone. Being friendly and welcoming. Donations welcome but not required.
* For those who simply want to chat, keep a calm, and listening ear. Seems there is a good reason for two ears and one mouth!
* Hold back with advice. We probably don’t know the full story and just providing a listening ear helps people work things out for themselves.
* Some people might not welcome your company- don’t be offended, sometimes you can only offer a kindly word; a greeting might be enough!
* Refer to your supervisor or the rostered *Meet and Greet -Pastoral Carer* if issues are raised which are difficult, or beyond your comfort level or scope of training. Look after yourself!
* You are entitled to have days off, if you are unwell or not at your best please stay home and give your supervisor as much notice as possible.
And similarly, if unable to continue on the day please discuss with the supervisor in charge.
* ” Floating” inside and about the premises according to what and where help is needed and at the request of the Pantry supervisor.
* Let your supervisor know if there is something you would like to learn more about.
* Observe what goes on and make suggestions to your supervisor if you think things need to be dealt with.
* Some things can be fixed immediately whilst others take time and maybe the attention of the committee.
* You may need to inform customers about the possibility of vouchers or hampers on Fridays.
Remember to distribute our Pantry information brochure which also contains contact details for further help.

If you think someone might be interested and helpful as a volunteer, get them to talk to a supervisor or committee member.

Please do not invite others to simply turn up or join in and volunteer if this can be achieved politely and practically on the spot. (Casual/participant helpers are covered by insurance but we prefer all volunteers to be signed up)

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, a sub-committee of Eden Uniting Church.