

TUSA Food Hub Volunteer

Directly reporting to:	Food Hub Officer
Secondary reporting to:	Sustain & Support Manager
Location:	TUSA Food Hubs (Sandy Bay, Hobart City, Inveresk, Cradle Coast & Rozelle UTAS Campuses)
Employment Type:	Volunteer

Contents

Contents.....	1
1.0 Organisation Description	1
2.0 Position Summary	2
3.0 TUSA Values	2

1.0 Organisation Description

The Tasmanian University Student Association (TUSA) is an independent representative body for University of Tasmania (UTAS) students. TUSA is a student-led organisation focused on supporting students, building community and ensuring students have a voice in their university experience.

TUSA provides student representation, clubs and societies, initiatives, independent advocacy and programs that create meaningful and sustainable outcomes for UTAS students.

2.0 Position Summary

TUSA Food Hub volunteers support the delivery of Food Hub sessions by assisting the Food Hub Officer with the practical operation of the Food Hub and providing a welcoming and supportive experience for students.

The Food Hub Officer is responsible for the overall operation and supervision of Food Hub. Volunteers are there to support this work and work under the direction and supervision of the Food Hub Officer. They may assist with a range of practical activities before, during and after Food Hub sessions.

Volunteer duties may include:

- Assisting students to access Food Hub and navigate the normal Food Hub process.
- Scanning student tickets and assisting with attendance processes as directed.
- Assisting with setting up Food Hub.
- Assisting with stocking and restocking shelves, fridges and other Food Hub areas.
- Assisting with sorting and organising food.
- Assisting with receiving, moving and storing deliveries as directed.
- Keeping Food Hub areas clean, safe and tidy throughout the session.
- Assisting with cleaning and pack-down after service.
- Providing friendly and respectful assistance to students accessing Food Hub.

- Where appropriate, helping students connect with broader TUSA and University support services by referring them to the Food Hub Officer or relevant staff.
- Undertaking other practical tasks reasonably delegated by the Food Hub Officer.

The specific tasks allocated to volunteers may vary depending on the needs of each Food Hub session and location. If a volunteer is ever unsure about a task, responsibility or situation, they should seek guidance from the Food Hub Officer or another appropriate TUSA staff member.

3.0 Volunteer Responsibilities and Expectations

As a TUSA Food Hub volunteer, you are expected to:

- Treat students, staff, volunteers and members of the community with respect, kindness and courtesy.
- Follow reasonable directions provided by the Food Hub Officer or other authorised TUSA staff.
- Follow Food Hub procedures and relevant health and safety requirements.
- Follow appropriate food handling and hygiene practices.
- Maintain confidentiality and respect students' privacy.
- Ask for assistance when unsure about a task or situation.
- Raise any safety concerns, incidents or issues with the Food Hub Officer or appropriate Sustain & Support Manager.
- Contribute to a welcoming, inclusive and respectful Food Hub environment.
- Work collaboratively with other volunteers and TUSA staff.
- Notify the relevant Food Hub Officer if they are unable to attend a volunteer shift they have committed to.

Volunteers should not feel responsible for resolving operational issues themselves. Where an issue arises that is outside the scope of their volunteer role, it should be referred to the Food Hub Officer or appropriate TUSA staff member.

4.0 TUSA Values

TUSA is a vibrant and contemporary representative organisation that enables all UTAS students to have a voice and shape their university experience.

As a member of the TUSA team, you are considered a change agent for this work and share in our values.

Attributes & Behaviours

STUDENT-LED

At the core of our organization is the welfare, support, and empowerment of our students.

CONNECTED

Together, we foster a sense of community through meaningful connections. We provide welcoming spaces, both physical and virtual, where individuals can grow, flourish, influence, explore, and evolve together.

BOLD

As an organization, we embrace courage and vulnerability. We pursue our ambitions, embracing innovation and the unpredictable journey towards our goals. We strive to be edgy, charming, honest, and always authentic.

EFFECTIVE

Our actions are purposeful and dynamic. Our momentum is tempered by responsibility and accountability. We show up with integrity and get sh*t done.

KIND

Kindness, compassion, and empathy guide all our words and actions. We prioritize treating others with care and understanding.

5.0 Essential Requirements

Volunteers must meet the following requirements before commencing Food Hub volunteering:

- Hold a current **Do Food Safely Certificate**, with a minimum assessment result of **90%**.
- Complete the TUSA **Microsoft Volunteering Form**, including acknowledgement of the **TUSA Code of Conduct** and completion of the **Media Consent Form**.

- Be willing and able to follow TUSA Food Hub procedures, food safety requirements and reasonable directions provided by the Food Hub Officer or other authorised TUSA staff.
- Demonstrate a commitment to providing a welcoming, respectful and inclusive environment for all students, volunteers and staff.