

Position description – Community Pantry Volunteer

Revised October 2026

Position: Community Pantry Volunteer	Hours: Flexible (between 9am – 3pm)	Commences: Ongoing
Employment Type: Volunteer	Location: Castlemaine Community House	
Reports to: Office Manager and Executive Officer	Liases with: Community members, food relief providers and other volunteers	

Castlemaine Community House (CCH) is one of over 400 community houses in Victoria. Also called neighbourhood houses and learning centres, these local organisations provide social, educational and recreational activities for their communities in a welcoming environment.

Through collaboration, Castlemaine Community House contributes to strengthening social connection, community wellbeing and cultivates a community that values sustainability, inclusivity and social justice.

It achieves this through bold and innovative approaches to community development, offering social support services, lifelong learning opportunities, and fostering partnerships to build and promote an inclusive, diverse, equitable, healthy and sustainable community.

Role Details

The Community Pantry provides basic food and essential items to individuals and families in Castlemaine and surrounds who are experiencing hardship.

Community Pantry volunteers undertake a variety of roles, including assisting pantry guests, collection of donations from businesses, receiving ordered items and sorting all these, checking dates on stock, rotation of food and restocking pantry shelves, fridges and freezer

The pantry is located in the Castlemaine Community House kitchen area and is open to the public 9am-3pm Monday to Friday, closed on public holidays.

Duties and Responsibilities

Position specific:

- Communicating and interacting with community pantry guests
- Rotation of stock between storeroom, fridges and freezer, and the pantry.
- Food handling and sorting (including fruit and vegetables, meat, non-perishable items and frozen goods)
- Repacking and labelling food
- Cleaning and tidying (including sweeping, mopping, wiping down shelves and cleaning out of fridges) when required.
- Collection of donations
- Receiving of food/grocery orders
- Follow CCH Pantry Protocols.



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- Adhering to CCH Work, Health and Safety policies.
- Other duties as directed by the CCH Office Manager
- Interactions with community pantry guests are confidential, support guest dignity and are appropriately sensitive and professional

Workplace Compliance:

- Attendance at induction and other program specific training as required
- Understands and supports Castlemaine Community House's Values, Mission and Vision
- Maintain appropriate professional codes of ethics and work standards

Selection Criteria

Essential:

- Maintain current Working with Children Check
- Commit a minimum of 6 months
- Is over 18 years of age
- Ability to understand and adhere to Work, Health and Safety protocols
- Role requires heavy lifting and moving of boxes

Desirable:

- Basic computer skills
- Community work experience
- Drivers license