



## Volunteer Role: Food Security Program Volunteer

### About the Organization:

Founded initially as the Calgary Chinese Community Service Association (CCCSA) in 1978, and rebranded in 2021 as Diversecities, we are a community-based organization with the mission to create an inclusive and supportive society where all people have full and equitable access to all aspects of Canadian society. Our vision is to continue working on making Calgary and surrounding areas a welcoming home for immigrants of any cultural and ethnic origin, where they can feel meaningfully engaged in the community. We take part in building a more inclusive society by addressing cultural, social, economic, and language barriers, and acting as a bridge to private and public institutions.

Diversecities is a community service organization that assists Calgarians in four key life areas: (a) economic integration, (b) social connection, (c) well-being, and (d) learning. These four key life areas are addressed through delivering programs and services that form Diversecities' five pillars: Law & Advocacy, Bridge to the Community, Child & Youth, Health & Wellness, and Food Security.

### About the Role:

Diversecities' Food Security Program recognizes that many low-income individuals, families, and seniors experience barriers in access to important daily necessities, including groceries. This Program provides support to low-income individual and families, and seniors who either live alone or have mobility limitations, through the provision of donated food hampers.

Program Volunteers will assist with the day-to-day operations of the program, including the collection of food donations, sorting, organization, and distribution of food to program clients.

This role reports to the Food Security Program Coordinator.

### Benefits for the Volunteer:

- Practice and apply skills related to food safety.
- Customer service and communication skills.
- Meet new people and contribute towards making a difference in someone's life.
- Learn problem solving skills.

### Responsibilities:

- Assist with the collection of donated food from local shops and donors, and transport to Diversecities' designated food sorting and pick-up location.
- Unload, sort, and stack food items in an orderly manner (eg. First In, First Out).
- Practice food safety skills during all steps of the collection, sorting, storage, distribution and clean up process.
- Ensure that all food sorting and storage spaces are kept clean, organized, and tidy during and after each shift.
- Support the Program Coordinator in facilitating the flow of food hamper distribution and communicating with clients during the distribution process.
- Maintain confidentiality of client and organization information.



#### Desired Technical Qualifications:

- Comfortable interacting with clients using English, Cantonese & Mandarin (volunteers with client-facing roles).
- Be able to lift and move items up to 20lbs.
- Access to reliable transportation is preferred.
- Valid Food Safety Certification (asset).

#### Desired Personal Qualifications:

- Willingness to learn and gradually build experience.
- Interest and patience in working with people from a range of different cultural backgrounds.
- Ability to follow instructions and work effectively as part of a team.
- Detail-oriented and organized.
- Be open-minded, optimistic, and flexible.

#### Mandatory Requirements:

- Complete a satisfactory police information check, and vulnerable sector screening.

#### Time Commitment:

- Once per week (2-4 hours per shift), for six months.

#### Training Requirements:

- Complete a 1-hour onboarding session.

#### How to Apply:

If you are interested in this role, please send your cover letter and resume (2 pages) to:

Renn Chang  
Food Security Program Coordinator  
[FoodSecurityProgram@Diversecities.org](mailto:FoodSecurityProgram@Diversecities.org)