



# VOLUNTEER ROLE DESCRIPTION'S

## Housecleaning:

After each shift, please take care to tidy and clean your work area before you leave. Also, dispose of any cardboard for recycling bin outside at the rear of the building.

## **GREETER / WAREHOUSE: (Thurs 3-6 and Fri 9-12)**

**The Greeter** is the first point of contact for our clients coming into the pantry. This person will assist the clients with taking a number and directing them where to sit. Currently we are only allowed to have 6 people sitting in the waiting room inside the pantry, however we have 6 more chairs set up in the hallway to seat more clients while they wait for Intake. The Greeter will help control the number of clients in the pantry. Monitoring of the Miscellaneous, Outdated and Self Care Items on the shelves.

**The Warehouse** portion of this role will help to replenish any shelves during our clients' shopping hours and move product to the front of the shelves accordingly. At the end of Thursday's shift, the shelves should be re-stocked and ready for the Friday morning shift.

This person can also assist with any other needs in the warehouse as needed. Such as sweeping and tidying up. This role also consists of placing the needed fruits and vegetables from the Fridge and put out on the counter for the clients when shopping. Disposing of any cardboard waste, flattening it all and restocking the pet food at the end of Thursday PM shift so it's ready for Friday AM shift. Please also make sure to return needed produce items to the cooler.

### **INTAKE: (Thurs 3-6 and Fri 9-12)**

Receive GFP Clients and gather and record information in our Link2Feed software program regarding their contact information, how many family members are living in their household, and any other necessary information or changes to the household that are required to meet the client's needs and record their visit.

### **SHOPPING ASSISTANT: (Thurs 3-6 and Fri 9-12)**

To provide a caring, friendly and judgement free environment when assisting food pantry clients while shopping for grocery items. In addition, when necessary, answer basic questions and if needed, direct the clients to food pantry staff for further assistance and resources.

The role of Shopping Assistant is to receive the client after they have completed Intake and guide them through the pantry and help them pick their grocery items according to household size. Depending on the size of the client's household will reflect how much of each item they are allowed.

### **SORTING: (Mon 9-12 & Wed 9-12)**

This role handles all the food donations and deliveries that we receive by unpacking them and checking the best before dates.

### **STOCKING: (Mon 9-12 to stock, Thurs 3-6 and Fri 9-12 to restock)**

This role involves stocking the pantry shelves according to their best before dates and shelf life.

### **RECEIVING: (Wed 9-12)**

Our receiving Volunteers pick up grocery items on Wednesday mornings from our local grocers and deliver them back to the Pantry delivery bay. Then they unload the truck

and put all the fresh produce, meat and dairy away in the fridges and coolers. They also help unload our other deliveries from FBYR and Clearwater Farms.

### **PACKING: (Mon 9-12 and Thurs 9-12)**

Our packing Volunteers help with packing and labeling our delivery boxes and bags for Thursday morning deliveries every 3<sup>rd</sup> week of each month. They also put all the fresh food items, bread, and sweets out on the counter and racks for Thursday and Friday Food Distribution days. Packers also assist with the packing of our Breakfast Club bags for Thursday and Friday Food Distribution. This happens on Wednesday afternoons from 12-2.

We also have Monday morning packers who take care of breaking down large donations of rice, sugar, tea and coffee and putting them in smaller packages. This role also takes care of baby food and taking care of shelf dates.

### **BREAKFAST CLUB PACKING: (Wed 12-1:30)**

Our Breakfast Club Packers help with packing and bagging our Break Club bags which are given to our clients with children ages 0-17. There is one cold (Fresh) bag which has 1 bag of milk, 1 carton of eggs, yogurt and apples. Then there is 1 other (non-perishable) with peanut butter, cereal, bear paws and granola bars.

### **DELIVERY DRIVER: (3<sup>rd</sup> Thursday of every month)**

This role consists of a volunteer who has their own vehicle and delivers to our clients every 3<sup>rd</sup> Thursday of each month. Each driver is given a specific route and this route becomes their regular route for each month. From time to time, we may ask our driver's to pick up an extra route due to another driver being away or ill. If that is the case, we do the best we can to accommodate what is most convenient for the driver. ie) If the driver needs to switch pick up times.

### **PICK UP DRIVERS: (Mon or Tues 9-12)**

This position involves our volunteers who use their own vehicle to pick up grocery items or donations from other organizations such as Fresco in Keswick, Little Caesar's and grocery store donation bins 1x per week. During Easter and Christmas time the bins tend to get full quicker, so these drivers may need to pick up 2x a week and will need to make arrangements with Admin staff so that someone will be there to let them in.

## **OFFICE ADMIN ASSISTANT: (As needed)**

This volunteer role involves assisting the administrative staff with filing, A/R, answering phones, receiving visitors, seasonal mail outs (Spring and Winter) and other misc. tasks as required.

## **Community Garden Coordinator/Leader: Volunteer Position**

The Community Garden Coordinator is a vital link between community gardens, gardeners, and the resources available to them. Coordinators listen to and help gardeners establish and reach their goals. They organize and facilitate gardeners and resources, paying attention to the details of the garden while staying acquainted with opportunities in the surrounding community. Coordinators connect the community with The Georgina Food Pantry and enable more effective gardening services by advocating for their community garden. Multiple people per garden can be coordinators and split the duties described below.

### **Job Description/Duties**

The Garden Lead would be the primary contact for any members and be responsible to report any issues to the responsible program staff and follow garden operations and guidelines.

- Maintain active communication with gardeners and ensure each member understands and signs the garden agreement.
- Identify needs and concerns, work to facilitate resolution, and convey necessary info to G.P.
- Work with a seasoned gardener to train gardeners.
- Ensure gardeners have access to necessary physical resources (water, fertile soil, etc.)
- Organize workdays and other events/gatherings
- Engage in gardening and/or volunteering at the garden site

### **Qualifications**

- Enjoys gardening and leadership
- Pays attention to communication
- Respect for other people's opinions
- Cultivates relationships with others
- Desire to empower others

## **Supervision**

- Community Garden Coordinators work closely with The Georgina Food Pantry staff to meet their gardens' needs.