

God's Storehouse Volunteer Handbook



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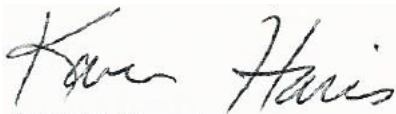
Welcome

On behalf of God's Storehouse, I would like to say welcome and thank you for choosing to volunteer with us! Because of devoted volunteers like you, we are able to keep our doors open and to continue serving the hungry in Danville and Pittsylvania County. You are a very valuable asset to God's Storehouse and we appreciate your dedication and support.

This handbook is intended to provide an overview of our history, policies, and volunteer positions. We hope you find it useful as you become acquainted with God's Storehouse operations. If you have any questions about anything included, please don't hesitate to ask.

Thank you again for becoming part of the God's Storehouse team. We hope you enjoy your time with us!

Sincerely,

A handwritten signature in black ink that reads "Karen Harris". The signature is written in a cursive, flowing style.

Karen Harris
Executive Director

Our Mission

God's Storehouse works throughout the Danville and Pittsylvania County communities to collect food, distribute food resources to those in need, promote nutrition, and connect customers to local resources with the help of the local faith-based community, businesses, schools, and volunteers.

Our Vision

God's Storehouse envisions a community where those in need of nourishment can be fed and nurtured.

Our Values

Equity: We serve all qualified residents no matter their age, race, gender, and past.

Respect: We serve our customers with respect and compassion recognizing each person as our neighbor and friend, building relationships and an environment of trust.

Engagement: We engage all our partners including volunteers, donors, and community members in achieving our vision and in connection our customers with vital resources outside of our walls- that will support their growth and transportation.

Integrity: We operate with transparency, fairness, kindness, honesty, and commitment to the mission of God's Storehouse.

History

In February 1987, representatives from several faith-based organizations met to merge their individual food pantries into a single area-wide organized facility. A building at 123 Wooding Avenue was acquired and the nonprofit non-membership corporation with the general management vested in a Board of Directors was formed. God's Storehouse opened its doors to the community just before Thanksgiving in 1987.

Food was provided to qualified individuals and/or families who met income criteria. Need was based on the number of household members and the total household income. Food could be obtained every two weeks with periodic review of eligibility required.

In June 1988, the Storehouse began the distribution of surplus USDA food to persons eligible for food stamps. This program is now known as SNAP (Supplemental Nutrition Assistance Program) and the Storehouse still gets some surplus USDA food (commodities) through the Southwestern Area Food Bank in Salem, VA. SNAP participants may receive one distribution in a calendar month. These commodities are supplemented by foods donated to God's Storehouse.

By 1996 the need for our services had grown so much that God's Storehouse began looking for a larger facility. The Storehouse received the annual United Parcel Service Foundation grant of \$100,000 for the building expansion program. This money, together with other donations, enabled the Storehouse to purchase the former Triangle Furniture building on Westover Drive. God's Storehouse opened for business at this new and improved location August 11, 1997.

The demand for our services continued to grow and the limitations of the Westover Drive facility reached the point that in 2008 the Board began consideration of a second relocation. The former Blackwell Chrysler Plymouth dealership on Memorial Drive was purchased and renovated to meet the warehouse and delivery needs of the Storehouse. In September 2011 customers began being served from this new location. As the number of customers continued to grow, the volunteers often commented about how impossible it would have been to serve the increased need in the Westover Drive location.

The God's Storehouse motto is, "United to End Hunger." The original goal of reaching those in need to provide food is still our objective.

Daily Operations

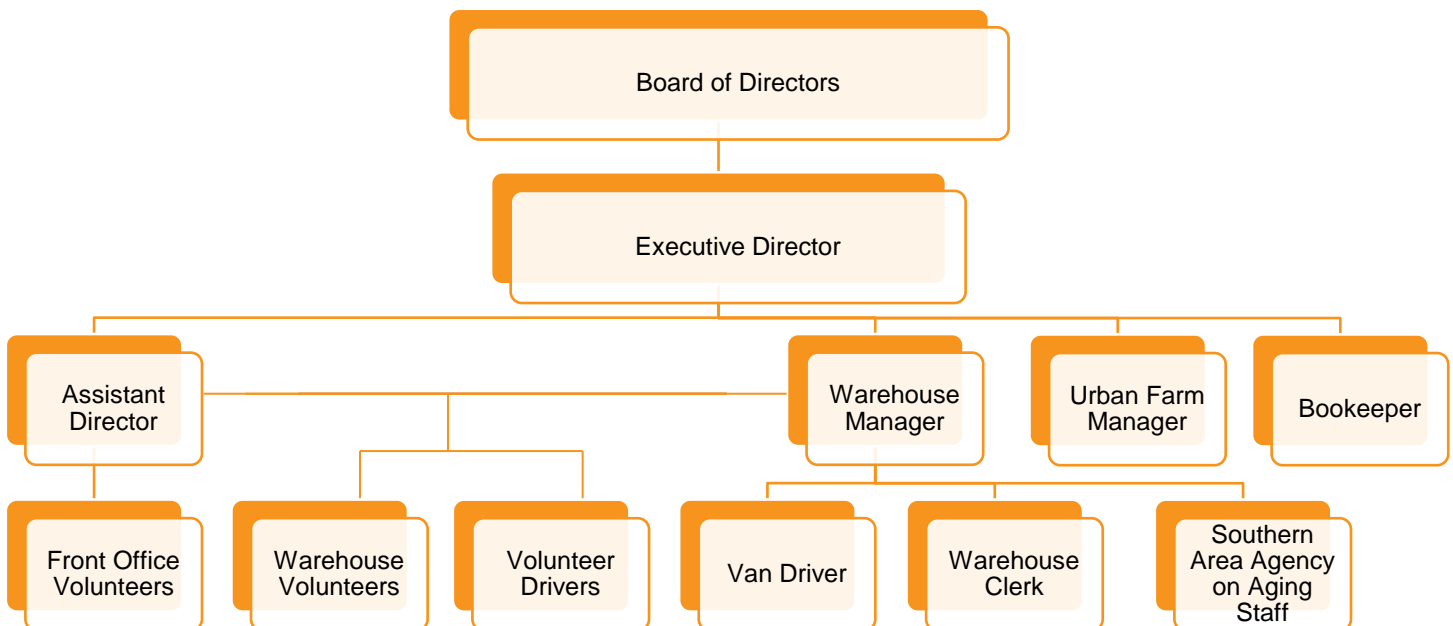
Most of the work of God's Storehouse is performed by 25-30 volunteers per day that food is distributed. In addition to our volunteers, God's Storehouse employees seven staff members: Executive Director, Assistant Director, Warehouse Manager, Van Driver, Warehouse Clerk, Donor & Marketing Coordinator, and an Urban Farm Manager. God's Storehouse also partners with Southern Area Agency on Aging to employ an additional three part-time staff members.

On average, God's Storehouse serves 177 households per day that food is distributed (Monday-Thursday). The food distributed by God's Storehouse comes from many sources. In addition to the commodities for the SNAP/Medicaid/SSI participants, some food is purchased from Feeding Southwest Virginia in Salem or other sources. Such purchased food can be distributed at God's Storehouse's discretion. Much food is provided by donations, the largest of which is the annual Letter Carrier food drive. Many faith communities, schools, civic organizations and other groups contribute food and monetary donations throughout the year. Hunters for the Hungry donates venison each year. Area retailers such as Food Lion, Sam's Club, Aldi, Walmart, Target and others contribute produce, bread, deli items, bakery products and meats. O'Kelly's Deli and Pastry is also a contributor of their products. Various individuals as well as organizations (such as the Society of St. Andrew) provide surplus produce from area farms. We also have a partnership with God's Pit Crew. They supply Gatorade and miscellaneous boxes of food and hygiene products in exchange for a donation.

Monetary donations are essential to the continuing operation of God's Storehouse. Operational expenses include facility upkeep and maintenance, utilities, insurance, vehicle and other equipment operational costs, as well as personnel.

The objective of God's Storehouse is to collect and distribute food to the poor, the elderly and children in Danville and Pittsylvania County. We have an unwritten agreement with the Northern Pittsylvania County Food Pantry to serve those south of Chatham, VA. We refer customers that live north of Chatham to the Northern Pittsylvania County Food Pantry. In addition, we limit our food drives to faith communities and businesses south of Chatham. Any food collected from the Letter Carrier food drive in Chatham and northwards goes to the Northern Pittsylvania County Food Pantry.

Organizational Chart



Volunteer Policies

Access to Building/Keys

A Director will designate volunteers, excluding customers who volunteer, having access to the building before and after business hours. A list of authorized volunteers with keys to the building is maintained in the Business Office.

Attendance

Scheduled absences should be indicated on the volunteer calendar (located on the Assistant Director's office door). Please notify the Assistant Director as soon as possible if you will be late or absent for your volunteer shift due to illness or emergency. If you signed out for a particular date, you may not show up unarranged. If a volunteer does not notify GSH staff of an absence or tardiness more than once, he/she may be dismissed.

Breaks

Regular volunteers working four or more hours may take a lunch break of up to 30 minutes provided that their station is covered for the duration of their break. 30 minutes of break time may be deducted from volunteer time at the discretion of a Director or the Warehouse Manager.

Computers

The use of the computers is for God's Storehouse purposes only. Volunteers may browse the internet when not serving customers or working, but downloading programs and attachments is not permitted.

Copiers

Volunteers are allowed limited personal copies without charge.

Criminal Background

Volunteers who have been convicted of an act of violence, harassment, sexual misconduct or identity theft may only be given permission to volunteer by a Director.

Customers who are Volunteers

Any customer that volunteers may pick up food between 11am-12pm Monday/Tuesday/Wednesday or between 2-3pm Thursday OR 30 minutes before his/her volunteer shift ends. Once a food box is picked up, it must be taken to his/her car or kept in a Director's office. Customers that volunteer cannot pick up food before their designated day and do not receive special treatment or privileges (e.g. their choice of food items).

Disciplinary Actions/Dismissal

GSH reserves the right to dismiss a volunteer if the volunteer does not comply with GSH policies. Before a volunteer is dismissed, attempts will be made to reconcile the situation. Dismissal may take place if a volunteer is unreliable, irresponsible, disruptive, or demonstrates inappropriate behavior. The decision of dismissal will be made by a Director.

Donated/Purchased Products

The use or removal of any donated or purchased products (food or One Stop Shop items) is strictly prohibited. Consumption of donated or purchased products is also prohibited unless permission is given by a Director.

Dress Code

Dress comfortably and appropriately for the work you will be performing. Closed toe shoes, such as sneakers, are required for working in the warehouse. Clothes should provide full coverage (no low tops or sagging pants) and should not contain nudity, curse words or inappropriate jokes. Headphones are prohibited.

Drugs/Alcohol Policy

Illegal drugs and consumption of alcohol are not allowed on GSH property. Any person under the influence of illegal drugs or alcohol will be dismissed from volunteering.

Files

The front office volunteers are allowed access to the computers and files. No person is to pull a file unless designated to do so. Reading files and securing information for personal use is not permitted.

Group Volunteers

Groups may have up to 6 people unless special permission is given. Every group member must complete a one-time Volunteer Release Form. Groups should carpool if at all possible and park on the right side of the building. Every group member should sign the orange sign-in sheet at the beginning and end of the volunteer shift. The group leader is responsible for reading the Volunteer Policies and ensuring that everyone in the group abides by those policies.

Holidays

GSH is closed on the following days : New Year's Day, MLK Day, Easter Monday, Memorial Day, July 4th, Labor Day, Thanksgiving and the Friday after, Christmas Day, and the week between Christmas Day and New Year's Day.

Human Rights

GSH provides an equal volunteer opportunity and prohibits discrimination against any individual on the basis of race, religion, age, political affiliation, national origin or disability. This agency will not tolerate any form of sexual harassment. Threats, threatening behavior, or any act of violence will not be tolerated. All incidents should be reported to a Director for appropriate action.

Inclement Weather

The Executive Director will determine if GSH will be open, operating on a delay or closed for Food Distribution by 8:00pm the evening prior. If Food Distribution is delayed or closed, food pick-ups and warehouse operations will still go on unless stated otherwise. All volunteers should call GSH at (434) 793-3663 to listen to the alert message indicating a delay or closure.

Parking

Volunteer parking is located on the east side of the building. Overflow parking is available behind the building. Please pay attention to any blocked off areas and follow all traffic patterns.

Sign-In/Out Sheet

Volunteers should sign in and out for each shift. The sign in sheet is located in the volunteer kitchen (yellow for regular volunteers) and in the warehouse (green for community service volunteers). Credit will not be given for any hours if the sign in sheet is not complete or accurate.

Smoking

GSH is a smoke-free facility. Smoking is only permitted during break time in the designated smoking area (beside the awning outside of the volunteer kitchen). Cigarettes must be extinguished and disposed of.

Telephones

Personal telephone use is only permitted during break time.

Volunteer Kitchen

Coffee and water are available for volunteers. You may have a serving of any snacks on the counter and store your lunch in the refrigerator. Food that does not belong to you should not be taken from the cabinets or the refrigerator. Eating is only permitted in the volunteer and teaching kitchens.

Warehouse Rules

Volunteers must exercise safety and follow all directions from the Warehouse Manager.

- Closed toe shoes are required.
- Running and horseplay are prohibited.
- The use of headphones is prohibited.
- Eating is prohibited.
- Only authorized personnel may operate forklifts.
- Use caution and clear the area when forklifts and/or vehicles are in use.
- Do not attempt to lift more than you are able. Ask staff or fellow volunteers for assistance.

Weapons

The wearing, transporting, storage, or presence of firearms or other dangerous weapons on GSH property is prohibited. Any volunteer in possession of a firearm or other weapon while on GSH property or while otherwise fulfilling job responsibilities may face disciplinary action including termination. A customer or visitor who violates this policy may be removed from the property and reported to police authorities. Possession of a valid concealed weapons permit is not an exemption under this policy.

Whistleblower Policy

If a volunteer has an issue that cannot be addressed with their immediate supervisor or a Director, the volunteer should bring the issue to the President of the Board of Directors.

Youth Volunteers

The minimum age for volunteering is 12. Volunteers 12-13 years old must have a parent or guardian volunteer along with them for the duration of their volunteer time. Volunteers under the age of 18 must have a parent or guardian sign the volunteer release form.

Professional Conduct

The following ethical principles should be followed by all volunteers.

I. Professional Conduct

- a. Volunteers should maintain high standards of professional conduct in the performance of their duties.
- b. Volunteers must not knowingly participate in or be associated with dishonesty, fraud, deceit or misrepresentation. In certain instances, the Director may approve community service persons who have been convicted of one of these crimes for service at GSH.
- c. Volunteers should refrain from discussing theological or political issues.

II. Rights of Customers

- a. Volunteers' primary responsibility is to the customer.
- b. The customer should be treated with respect, courtesy, and fairness.
- c. Volunteers should not engage in any action which violates the civil or legal rights of the customer.
- d. Volunteers should provide customers with accurate and complete information concerning the services for which they are eligible.
- e. Volunteers should inform customers of their rights and responsibilities.
- f. Volunteers should act with the highest standard of professional integrity and impartiality. They should be aware of and resist biases that interfere with decision-making and judgments of a customer's lifestyle.
- g. Volunteers should not take actions of customers personally and try never to react in kind.
- h. Services to the customer should be terminated when policy indicates. The Volunteer should notify a Director who will make the decision on termination or interruption of service. The customer will be notified in a prompt and courteous manner.

III. Confidentiality and Privacy

- a. Volunteers should respect the privacy of customers and hold in confidence all information obtained, except in cases of suspected abuse or threat of bodily harm to an employee, volunteer, or vulnerable person. All concerns should be first shared with a Director and an appropriate course of action will be determined.
- b. Volunteers should not share information concerning customers or confidences revealed by customers without obtaining proper consent. In obtaining proper consent, the customers should be informed of the purpose for, to whom the information will be shared and how the information will be used.
- c. Volunteers violating the customer's confidentiality, without proper cause, can be relieved of duties.

IV. Ethical Responsibility to Co-Volunteers

- a. Volunteers should treat fellow volunteers and staff with respect, courtesy and fairness.
- b. Volunteers should respect all confidences shared by co-volunteers and other professionals.
- c. The volunteer should work together with fellow volunteers and other staff as needed in the best interest of the customer.
- d. The volunteer should seek appropriate resolution of conflicts with co-volunteers before contacting a Director.

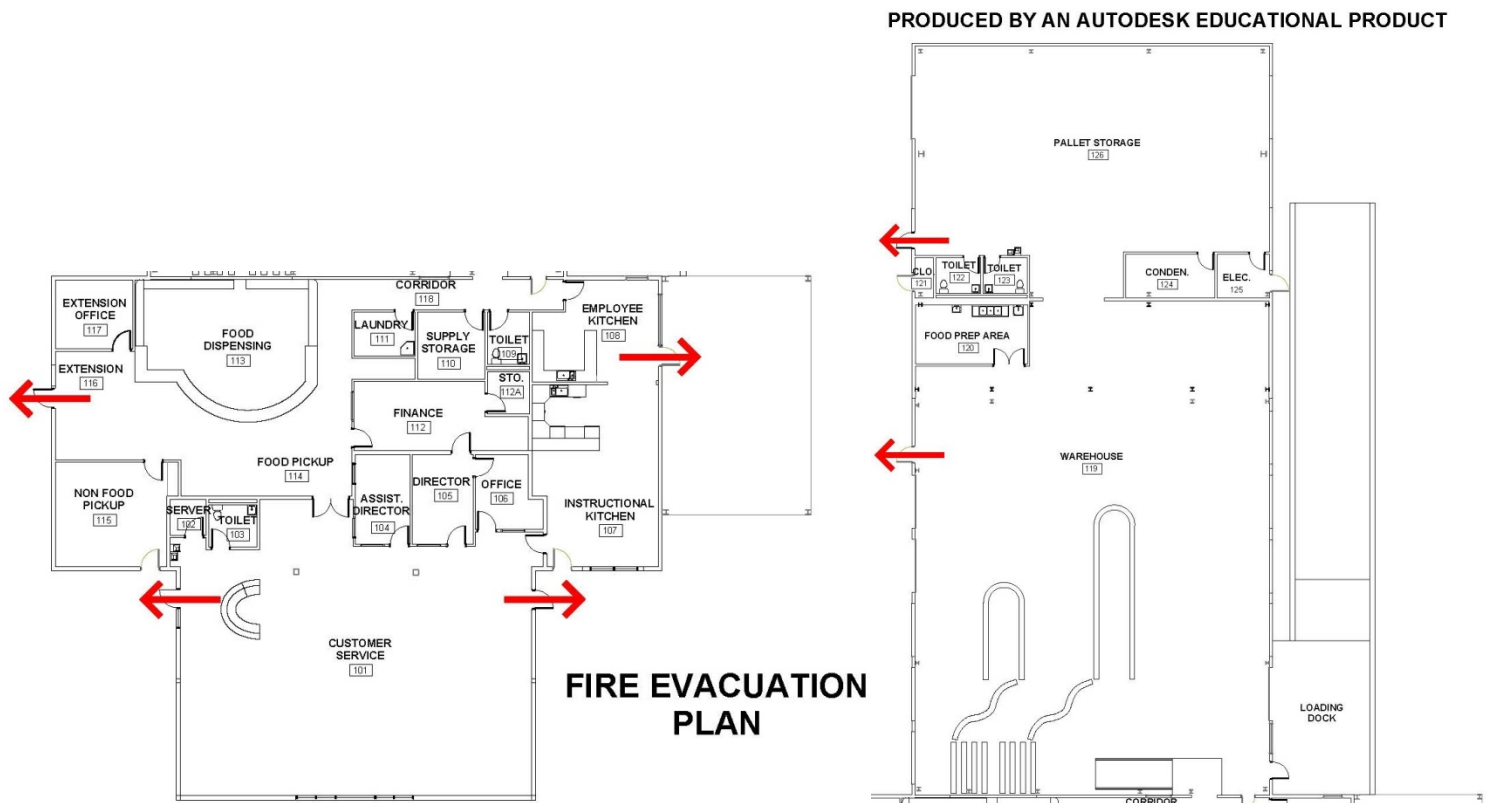
Emergency Protocol

Open Wound Injury

In the case of an individual that experiences an accident on the premises which results in an open wound injury with the possibility of exposure to a blood-borne pathogen, staff or medically trained volunteers will handle these situations.

Fire Evacuation Plan and Procedures

In case of fire, all staff, volunteers and customers in the front office/customer service area will exit the building by the side doors. All staff, volunteers and customers in the food distribution area will exit the building by the side door. All staff and volunteers in the employee/volunteer kitchen area will exit the building through the door in the kitchen. Staff and volunteers working in the warehouse area should exit the building by the side doors. All staff, volunteers and customers exiting from the right side of the building should assemble in the parking lot of Roto Rooter (next door) and remain there until it is safe to re-enter the building. All staff, volunteers and customers exiting from the left side of the building should assemble in the vacant parking lot beside God's Storehouse and remain there until it is safe to re-enter the building. The Director, Assistant Director and Warehouse Manager are responsible for seeing that all staff, volunteers and customers are evacuated from the building. Evacuation plans are posted throughout the building.



Severe Weather Warnings

In case of severe weather such as tornados, hurricanes or severe thunderstorms, all staff, volunteers and customers in the front office/customer service area will seek shelter in the interior of the building away from windows. The Director, Assistant Director and Warehouse Manager are responsible for seeing that all staff, volunteers and customers are in a safe location.

Customer Service

Service is

Effectively communicating with customers,

Responding to their needs,

Valuing their worth, and

Instilling excellence through

Courtesy, confidence, and

Enthusiasm

Show Empathy

Try not to make assumptions. You do not know fully what the person on the other side of the desk or counter may be going through. Show concern and understanding for a customer, but be sure to not patronize.

Actively Listen

Offer a smile. Look the customer in the eye. Ask them how they are doing or give them a compliment. Be willing to take a moment to engage with them so that they have a positive experience while receiving their box of food.

Offer the Benefit of the Doubt

Everyone's situation is different. Most often, a customer is here because they need food, not because they want to "work the system".

Be Fair & Consistent

Follow our policies and procedures as closely as possible. These are in place to ensure we comply with TEFAP, civil rights laws, and offer the best experience to our customers as possible.

Follow the golden rule: *Treat others the way you would like to be treated.*

Volunteer Release Form

Confidentiality Agreement

We have an obligation to our customers to maintain confidentiality and respect their privacy. You may have access to confidential information that you must not share with anyone that does not have a professional right to know the information. You are free to talk about the mission of God's Storehouse and about your position, but you are not permitted to disclose customers' names or talk about them in ways that will make their identity known. Such information is not to be shared with your family, friends, or acquaintances, and release of confidential information could result in your dismissal and in legal proceedings against you.

Voluntary Participation

I acknowledge that I am age 18 or older and that I have voluntarily agreed to assist God's Storehouse with their mission to provide food to hungry individuals in Danville & Pittsylvania County. I understand as a volunteer that I will not be paid for my services, that I will not be covered by any medical or other insurance coverage provided by God's Storehouse, and that I will not be eligible for any Workers Compensation benefits.

Liability Release

In consideration of the opportunity afforded me to assist God's Storehouse, I hereby agree that I, my assignees, heirs, guardians, and legal representatives, will not make a claim against God's Storehouse, its affiliated organizations, officers or directors collectively or individually, any of the volunteer workers, or any of God's Storehouse's clients, for any physical or emotional injury or damage to my property, however caused, arising from my participation in its mission. Without limiting the foregoing, I hereby waive and release any rights, actions, or causes of action resulting from my physical or emotional injury, or damage to my property, sustained in connection with my participation at God's Storehouse.

Media Release

I consent to the unrestricted use by God's Storehouse and/or person(s) authorized by them of any photographs, recordings, interviews, videotapes, motion pictures, or similar visual recording of me taken in conjunction with my service to God's Storehouse.

Volunteer Acknowledgement

Please read the following statements to indicate you have read and understand the policies and procedures described in the Volunteer Handbook.

- I have read and understand the Volunteer Handbook and have had an opportunity to ask questions regarding policies and procedures of the Executive or Assistant Director.
- I understand and acknowledge that the policies and procedures described herein are subject to change.
- I understand and acknowledge that my volunteer service may be ended at will, either by myself or God's Storehouse, regardless of the length of my volunteering.
- I understand that my signature below indicates that I have read, understand, and acknowledge the policies and procedures described in the handbook.

I have had the opportunity to read and understand the release form and acknowledge that by signing below, I am waiving certain legal rights in the event of injury. I accept and agree to the terms contained above.

_____	_____	_____
Volunteer Signature	Print Name	Date
_____	_____	_____
Parent/Guardian Signature (If volunteer is 17 or younger)	Print Name	Date

Glossary of Terms

Red Desk

The Red Desk refers to the customer check-in desk for households who received SNAP (Food Stamps) and/or Medicaid and/or SSI.

Blue Desk

The Blue Desk refers to the customer check-in desk for households who do not receive Food Stamps and/or Medicaid and/or SSI.

CSFP (Senior Box or Extra Box)

An acronym for Commodity Supplemental Food Program. This is an additional box of food for qualifying individuals who are 60 or older. This box is given out once per month per individual.

USDA

An acronym for the United States Department of Agriculture. This agency oversees the food distributed to Red Desk customers.

TEFAP

An acronym for The Emergency Food Assistance Program. TEFAP is a federal program that helps supplement the diets of low-income Americans by providing them with emergency food assistance at no cost. USDA provides 100% American-grown USDA Foods and administrative funds to states to operate TEFAP.

SNAP/Food Stamps

SNAP is an acronym for Supplemental Nutrition Assistance Program. SNAP is formerly known as Food Stamps. EBT is an acronym for Electronic Benefit Transfer. SNAP provides a monthly supplement for purchasing food. EBT is the card that is used when purchasing this food.

POI

POI is an acronym for Proof of Income. Proof of income is needed for Blue Desk customers in order to determine their eligibility to receive food from God's Storehouse.

Red Line

The Red Line is the assembly line for the boxes of non-perishable food (USDA commodities) that are given to SNAP/Medicaid/SSI customers.

Blue Line

The Blue Line is the assembly line for the boxes of non-perishable food (donated or purchased food) that are given to customers who do not receive Food Stamps and/or Medicaid and/or SSI.

Banana Box

A type of box used for sorting and storing bread and non-perishable food.

Dessert Box

A type of box used for sorting and storing long bread and smaller desserts.

Volunteer Job Description – Reception

Position Title: Reception Desk Volunteer

Purpose: The Reception Desk Volunteer is responsible for greeting customers, screening calls, and serving as the first point of contact.

Duties:

- Welcome customers and guests to God’s Storehouse
- Direct customers to the correct desk; direct guests to the appropriate staff person
- Answer the phone and direct calls to the correct line
- Maintain list of new customers and customers who need to be updated; alert Intake volunteers of any customers that need assistance
- Provide friendly and accurate responses to customer questions
- Attend any relevant trainings
- Seek support from staff for unusual challenges
- Other office duties as assigned

Qualifications:

- Friendly demeanor
- Desire to serve others
- Basic computer skills
- Basic office phone skills
- Legible handwriting
- Willingness to follow directions
- Ability to work independently and as part of a team
- Available to work weekdays

Physical Demands:

- Ability to sit for long periods of time
- Ability to occasionally walk across the office

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
10:15am-12:30pm	10:15am-12:30pm	10:15am-12:30pm	12:45-3pm
12:30-2:45pm	12:30-2:45pm	12:30-2:45pm	3-5:15pm

Training and Support:

The Reception volunteer will receive an orientation to God’s Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced receptionists prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Red Desk

Position Title: TEFAP/Red Desk Volunteer

Purpose: The Red Desk Volunteer is responsible for greeting customers and checking them into the PantrySoft database.

Duties:

- Welcome customers to the red desk
- Check customers into the database and create sign-in cards
- Investigate alert notes in PantrySoft and take appropriate action
- Ensure accurate information from customers by checking for updates and changes in information
- Remind customers of requirement to renew proxy and to sign Self Declaration of Income every 6 months
- Provide friendly and accurate responses to customer questions
- Attend any relevant trainings
- Seek support from staff for unusual challenges
- Other office duties as assigned

Qualifications:

- Friendly demeanor
- Desire to serve others
- Basic computer skills
- Basic office phone skills
- Legible handwriting
- Willingness to follow directions
- Ability to work independently and as part of a team
- Available to work weekdays

Physical Demands:

- Ability to sit for long periods of time
- Ability to occasionally walk across the office

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
10:15am-12:30pm	10:15am-12:30pm	10:15am-12:30pm	12:45-3pm
12:30-2:45pm	12:30-2:45pm	12:30-2:45pm	3-5:15pm

Training and Support:

The Red Desk volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced Red Desk Clerks prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Blue Desk

Position Title: NON-USDA/Blue Desk Volunteer

Purpose: The Blue Desk Volunteer is responsible for greeting customers and checking them into the PantrySoft database.

Duties:

- Welcome customers to the blue desk
- Pull correct folder, mark place by pulling up next folder, and have customer sign to pick up food
- Ensure accurate information from customers by checking for updates and changes in information
- Investigate any notes in files or alerts in PantrySoft and take appropriate action
- Remind customers of requirement to complete updates once a year and to bring in proof of income
- Provide friendly and accurate responses to customer questions
- Compile daily reports at the end of distribution
- Attend any relevant trainings
- Seek support from staff for unusual challenges
- Other office duties as assigned

Qualifications:

- Friendly demeanor
- Desire to serve others
- Basic computer skills
- Basic office phone skills
- Legible handwriting
- Willingness to follow directions
- Ability to work independently and as part of a team
- Available to work weekdays

Physical Demands:

- Ability to sit for long periods of time
- Ability to occasionally walk across the office

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
10:15am-12:30pm	10:15am-12:30pm	10:15am-12:30pm	12:45-3pm
12:30-2:45pm	12:30-2:45pm	12:30-2:45pm	3-5:15pm

Training and Support:

The Blue Desk volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced Blue Desk Clerks prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Intake

Position Title: Intake Volunteer

Purpose: The Intake Volunteer is responsible enrolling new customers or updating current clients to be eligible to receive food from God’s Storehouse.

Duties:

- Gather information from customers to determine eligibility to receive food from God’s Storehouse
- Correctly enter customer information into the PantrySoft database
- Provide friendly and accurate responses to customer questions
- Maintain customer confidentiality
- Assist with compiling daily reports at the end of distribution
- Attend any relevant trainings
- Seek support from staff for unusual challenges
- Other office duties as assigned

Qualifications:

- Friendly demeanor
- Desire to serve others
- Basic computer skills
- Basic office phone skills
- Legible handwriting
- Willingness to follow directions
- Ability to work independently and as part of a team
- Ability to remain calm in stressful situations
- Available to work weekdays

Physical Demands:

- Ability to sit for long periods of time
- Ability to occasionally walk across the office

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
10:15am-12:30pm	10:15am-12:30pm	10:15am-12:30pm	12:45-3pm
12:30-2:45pm	12:30-2:45pm	12:30-2:45pm	3-5:15pm

Training and Support:

The Intake volunteer will receive an orientation to God’s Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced Intake Clerks prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Food Distribution

Position Title: Food Distribution Volunteer

Purpose: The Food Distribution Volunteer is responsible for providing customers with the appropriate box of food, bread, produce, dessert, and choice of meat.

Duties:

- Greet customers and take their card (USDA) folder (non-USDA)
- Select correct box according to household size and box type (USDA or non-USDA)
- Offer customer choice of meat (based on availability) according to household size
- Add in extra food (dessert, bread, produce, etc.) based on availability
- Direct customers to produce on counter and bread on shelves if available
- Seek to help Warehouse Box Builders if boxes are running low
- Keep the food distribution area clean and free of spills
- Occasionally help keep carts in order
- Attend any relevant trainings
- Seek support from staff for unusual challenges
- Other office duties as assigned

Qualifications:

- Friendly demeanor
- Desire to serve others
- Willingness to follow directions
- Ability to work as part of a team
- Ability to remain calm in stressful situations
- Available to work weekdays

Physical Demands:

- Ability to lift up to 15 pounds
- Ability to stand for long periods of time

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
10:15am-12:30pm	10:15am-12:30pm	10:15am-12:30pm	12:45-3pm
12:30-2:45pm	12:30-2:45pm	12:30-2:45pm	3-5:15pm

Training and Support:

The Food Distribution volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced Food Distributors prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – One Stop Shop

Position Title: One Stop Shop Volunteer

Purpose: The One Stop Shop Volunteer is responsible for providing customers with household or personal care items in addition to the box of food they receive.

Essential Duties:

- Ensure customers do not congest the storefront area with their shopping cart by asking them to unload their cart first and then shop
- Welcome customers to the One Stop Shop
- Provide customers with the option of choosing from a variety of available products
- Mark and sort donated products
- Repackage bulk items
- Keep store shelves orderly and put products in their correct location
- Attend any relevant trainings
- Seek support from staff for unusual challenges

Qualifications:

- Friendly demeanor
- Desire to serve others
- Willingness to follow directions
- Ability to work as part of a team
- Available to work weekdays

Physical Demands:

- Ability to lift up to 15 pounds

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
10:15am-12:30pm	10:15am-12:30pm	10:15am-12:30pm	12:45-3pm
12:30-2:45pm	12:30-2:45pm	12:30-2:45pm	3-5:15pm

Training and Support:

The One Stop Shop volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow an experienced One Stop Shop volunteer prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Blue Line

Position Title: Blue Line Box Builder

Purpose: The Blue Line Box Builder is responsible for building consistent, well-rounded boxes for non-USDA customers.

Duties:

- Assemble boxes of food according to guidelines for non-USDA customers based on household size
- Stock shelves on the red line
- Consult with the Warehouse Manager about availability of food for red boxes
- Construct/Tape boxes to use on the blue OR red lines
- Leave the line with completed boxes at the end of your shift
- Assist with other warehouse tasks as needed
- Attend any relevant trainings
- Seek support from staff for unusual challenges

Qualifications:

- Friendly demeanor
- Desire to serve others
- Willingness to follow directions
- Ability to work independently and as part of a team
- Available to work weekdays

Physical Demands:

- Ability to stand and walk around for long periods of time
- Ability to lift up to 40 pounds
- Ability to reach in front and above (for cans)

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
10:15am-12:30pm	10:15am-12:30pm	10:15am-12:30pm	12:45-3pm
12:30-2:45pm	12:30-2:45pm	12:30-2:45pm	3-5:15pm

Training and Support:

The Blue Line volunteer will receive an orientation to God’s Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced Blue Box Builders prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Red Line

Position Title: Red Line Box Builder

Purpose: The Red Line Box Builder is responsible for building consistent, well-rounded boxes for USDA customers.

Duties:

- Assemble boxes of food according to guidelines for USDA customers based on household size
- Stock shelves on the red line
- Consult with the USDA Clerk about availability of food for red boxes
- Construct/Tape boxes to use on the red OR blue lines
- Leave the line with completed boxes at the end of your shift
- Assist with other warehouse tasks as needed
- Attend any relevant trainings
- Seek support from staff for unusual challenges

Qualifications:

- Friendly demeanor
- Desire to serve others
- Willingness to follow directions
- Ability to work independently and as part of a team
- Available to work weekdays

Physical Demands:

- Ability to stand and walk around for long periods of time
- Ability to lift up to 40 pounds
- Ability to reach in front and above (for cans)

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
10:15am-12:30pm	10:15am-12:30pm	10:15am-12:30pm	12:45-3pm
12:30-2:45pm	12:30-2:45pm	12:30-2:45pm	3-5:15pm

Training and Support:

The Red Line volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow the USDA Clerk and experienced Red Box Builders prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Warehouse

Position Title: Warehouse Volunteer

Purpose: The Warehouse volunteer is responsible for processing incoming food donations and keeping food stocked to ensure the red and blue lines function properly as well as food distribution.

Duties:

- Mark and sort salvaged food from participating retail stores and/or restaurants
- Deliver food to distribution area
- Keep shelves on red and blue lines stocked
- Assist the USDA Clerk with filling boxes as needed
- Build boxes for the red and blue lines as needed
- Clean and organize warehouse area as directed by the Warehouse Manager
- Inspect and sort donated products
- Go off-site to assist with food donation pick-ups
- Assist with other warehouse tasks as needed
- Attend any relevant trainings
- Seek support from staff for unusual challenges

Qualifications:

- Friendly demeanor
- Desire to serve others
- Willingness to follow directions
- Ability to work as part of a team
- Available to work weekdays

Physical Demands:

- Ability to lift, push, and pull a minimum of 60 pounds repetitively and safely
- Ability to stand for up to 2 hours at a time
- Ability to tolerate walking and standing on hard surfaces for up to 2 hours at a time
- Ability to bend, reach, and grasp cans of food

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
9:15am-12pm	9:15am-12pm	9:15am-12pm	9:15am-1pm
12-2:45pm	12-2:45pm	12-2:45pm	12:45-3pm
			3-5:15pm

Training and Support:

The Warehouse volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow the Warehouse Manager and experienced Warehouse Laborers prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Driver

Position Title: Volunteer Driver

Purpose: The Driver is responsible for food donation pick-up and assisting warehouse staff and volunteers as needed

Duties:

- Timely pick-up from local stores and delivery of products
- Complies with material handling and food safety guidelines and advises management on needed actions
- Assists with unloading and storing all products according to established procedures
- Assists donors with unloading food
- Records poundage of food donations
- Keeps accurate mileage records in logbooks
- May be asked to assist with local food drives and special events related to food pick-up

Qualifications:

- High school diploma or GED required
- Must have a valid Virginia driver's license and own transportation (God's Storehouse will provide the truck or van used to pick up donated food items)
- Safe driving record required
- Experience driving large van, large and small trucks
- Experience in the operation and maintenance of warehouse equipment such as forklifts and pallet jacks according to the established safety regulations
- Ability to work independently and as part of a team
- Available to work weekday mornings and occasional weekends

Physical Demands:

- Ability to lift, push, and pull a minimum of 60 pounds repetitively and safely
- Ability to stand for up to 2 hours at a time
- Ability to tolerate walking and standing on hard surfaces for up to 2 hours at a time
- Ability to climb into and out of a truck

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-4 hours, up to three times per week. If unable to commit to a weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence or special event.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8am-12pm	8am-12pm	8am-12pm	8am-12pm	8am-12pm	9-10am 12-1pm

Training and Support:

The Driver will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will serve alongside experienced volunteers for on-the-job training. All volunteers will receive on-going trainings applicable to their position.